



Client Handbook

Table of Contents

Welcome.....	i
HIV / AIDS Basics.....	1
Client Rights and Responsibilities	4
HIV / AIDS Services in Orange County	6
Ryan White Act and HOPWA-Funded Services	8
Service Provider Directory.....	13
Complaints and Grievances	20
Federally Funded Programs	22
About Ryan White.....	22
About HOPWA.....	24
HIV Planning Council.....	25
HIV Client Advocacy Committee.....	27
Other HIV Planning Council Committees	28
Local and National Resources.....	30
Hotlines.....	34
Web Sites	35
Glossary of Abbreviations.....	36

Welcome

Orange County has an extensive network of providers that offer services to persons living with HIV/AIDS. As a community, our goal is to provide quality care and services that maximize the health and wellness of Orange County residents living with HIV/AIDS.

This handbook specifically describes federally-funded HIV/AIDS services that are available in Orange County. There is also a resource directory for additional services that may be helpful. Please take some time to look through the handbook and learn about services that may be available to you or someone you know.

In addition to information about services, we have provided you with information on how the federally-funded Ryan White Act and Housing Opportunities for Persons with AIDS (HOPWA) programs work, and how you can get involved in community planning.

We are glad that you have found us. And, we are committed to working with you to provide the highest quality services possible to meet your needs.

- *Orange County HIV Client Advocacy Committee*
- *Orange County HIV Planning and Coordination*

HIV / AIDS Basics

What is HIV?

Human Immunodeficiency Virus (HIV) is the virus that causes Acquired Immune Deficiency Syndrome (AIDS). HIV harms specific white blood cells (T cells) that are an important part of a person's immune system. Without treatment, HIV gradually weakens the body's defenses against disease (it takes an average of about 10 years), leaving it helpless to fight many infections and cancers. Treatment with certain drugs can slow or stop the harmful effects of HIV so that many people with HIV can live longer, healthier lives.

What is AIDS?

AIDS is a medical condition resulting from HIV infection, usually after many years. By the time a person is diagnosed with AIDS by a doctor, HIV has seriously hurt the body's immune system. There are effective treatments to prevent and treat many of these serious illnesses.

How is HIV Transmitted?

A person infected with HIV can pass the disease to another person whether or not they look sick, have an AIDS diagnosis, or are on medication. HIV is passed through four types of fluids:

1) blood, 2) semen (including pre-semenal fluid or pre-cum), 3) vaginal fluids, and 4) breast milk. A person can become infected with HIV if any of these four fluids from a



person with HIV gets into their body and bloodstream. Here are some ways a person may become infected with HIV:

- HIV may be passed from person to person during sex. Semen or vaginal fluids containing HIV can enter the uninfected person's body through an opening in the skin.
- HIV may be passed from person to person through blood from an infected person entering the body of an uninfected person. This can happen when sharing needles for steroids, medicine or drugs, vitamins, or other reasons. HIV can also be passed at any other time when blood that contains HIV enters the body of a person through a break in the skin.
- HIV can also be passed through blood transfusions; however, donated blood has been tested since 1985 and treated to kill the virus, so the risk of transmission is now very low.
- HIV may be passed from an HIV-positive mother to her newborn through breast milk. An expectant mother should talk to her doctor about options regarding breastfeeding. **While HIV can be transmitted from a mother to her child, medical advances have greatly reduced the risk of transmission during pregnancy and during childbirth.**

HIV and the Immune System

HIV hurts the body's immune system. Over time, if the immune system becomes seriously damaged, the body loses the ability to fight different illnesses, called opportunistic infections or conditions. Examples of opportunistic infections are pneumocystis pneumonia (PCP) and Kaposi's sarcoma. Without treatment, most people can feel



well for about 10 years before they feel the first serious symptoms.

While we still do not know exactly how HIV harms the immune system, there are many things that we do know for sure:

- ☑ A person can take a test that measures the amount of HIV in their blood. These are called viral load tests. These tests can help a doctor estimate how long it will take for HIV to hurt the immune system. The higher the number of viruses in the bloodstream, the faster the disease will progress. **To slow down the progression of the disease, there are effective treatments that can reduce the level of virus.**
- ☑ A person can take a test that measures the level of a type of white blood cell called a CD4+ cell. This test helps the doctor to measure how healthy the immune system is. **Medical treatment can help prevent or delay many of these infections and slow the decline of the immune system.**
- ☑ The body seems to manage the HIV virus for a long time, usually several years. The number and percentage of CD4+ cells go down, indicating that the immune system is getting weaker, but this process happens slowly. During this time, most people do not feel sick. However, the immune system is still being damaged at this time. **Seeing the doctor early may have the biggest impact on a person's ability to stay healthy.**
- ☑ If a person with HIV does not get treatment, the body slowly loses its ability to fight infections. Patients with CD4+ counts above 300 may get minor infections, so it is important to see a doctor regularly even when the CD4+ count is high. Patients with CD4+ counts under 200 are more likely to get some infections like PCP. Other life-threatening infections become more likely when the count falls below 100.

Client Rights and Responsibilities

YOU HAVE A RIGHT TO:

- Courteous and respectful treatment from all providers, with an appreciation of your dignity and right to privacy.
- Confidential treatment services in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- Prompt responses provided in a reasonable amount of time to questions or requests for services.
- Receive services in a safe manner and be reasonably protected from undue harm/violence and any type of harassment from a service provider or client.
- Reasonable access to agency staff during business hours and information about how to manage emergency, and after-hour, situations.
- Access quality service/care regardless of race, ethnicity, gender, sexual orientation, disability, religion, age, political beliefs, or socio-economic status.
- Culturally sensitive services that are provided in a language and manner that is understandable.
- A fair and understandable grievance process.
- Request transfer to another service provider, if available.
- Written informed consent for sharing of information and to receive services.
- Refuse services/referrals and receive an explanation of the effects associated with refusing services.

You have a right to file a complaint or a grievance if you feel that your **client rights** have been violated. Please see Grievance Policy and Procedures on page 20.

IT IS YOUR RESPONSIBILITY TO:

- Notify/communicate to your provider(s) any changes in health, needs, residency, income, etc., in a timely manner.
- Be considerate, cooperative, and respectful of providers and other clients.
- Arrive promptly for scheduled appointments or notify the provider in advance if you must miss or change an appointment.
- Protect the privacy of other clients by keeping their information confidential.
- Behave appropriately during visits, appointments, and any supportive group sessions or meetings.
- Not be under the influence of drugs and alcohol and never bring drugs or alcohol to meetings, providers, or community events.
- Avoid abusive/threatening language.
- Avoid violence, threats of violence, and possession of any weapons.
- Respect all provider and County staff, and other client's personal and professional boundaries.
- Notify providers when there is dissatisfaction with services and utilize the grievance process when appropriate.

Violation of any of the above listed **client responsibilities** may result in temporary or permanent termination of services.



HIV / AIDS Services in Orange County

The first cases of AIDS in Orange County were identified in 1981. Since then, the Orange County Health Care Agency, through the HIV Planning and Coordination unit, has been working with community-based providers to provide services and educational efforts to combat the HIV epidemic in Orange County. The Health Care Agency and its service providers are committed to reducing the transmission of HIV disease and providing services to enhance the length and quality of life of HIV-positive individuals.

Eligibility for Services

Ryan White Act and Housing Opportunities for Persons with AIDS (HOPWA)-funded services are available to HIV-positive residents of Orange County that meet certain eligibility requirements. Some eligibility requirements include financial limitations or medical criteria. A complete list of Ryan White Act and HOPWA-funded services begin on page 8 of this handbook. Check the Ryan White Act or HOPWA-funded service provider list on page 13 to see if you are eligible for certain services.



In addition to Ryan White Act and HOPWA-funded services, there are many other types of services available to persons living with HIV/AIDS in Orange County. Eligibility for each service varies. You can find a list of local and national resources available to HIV-positive individuals starting on page 30 of this handbook.

How to Use the Services

After you have contacted a local Ryan White Act or HOPWA-funded service provider, a staff person can help you find services or develop a plan of care that is unique for you. Before your services can start, you will be asked to give some information about yourself and to sign some participation agreements. You will also need to provide documentation of your HIV status, proof of income, and proof that you live in Orange County. By law, all of your information will be kept private and confidential.



Ryan White Act and HOPWA-Funded Services

Case Management

Case management services help clients access and coordinate their care. These services are provided by case managers. Case managers work with each client to identify their individual needs and develop a plan to meet these needs. Case managers meet with clients regularly to make sure that they are getting the medical and supportive services that they need. Case managers can help each client by telling them about services available to them, helping clients access those services, making referrals to outside agencies, and answering questions that clients have about their care.

Client Advocacy

Client advocacy services are services that help clients get referrals and linkages to services. These services are provided to clients who do not need ongoing follow up to get to medical care or supportive services.

Dental Care (Oral Health Care)

Dental services are provided by dentists, dental hygienists, and other professionals in the dental field. Dental services include diagnosing and treatment of a dental condition. Dental services also include education and procedures that can prevent dental conditions. If necessary, and when funds are available, the primary dentist may refer clients to specialized dental care to receive oral surgery, dentures, or bridges.

Emergency Financial Assistance for Medication

Emergency Financial Assistance for medication helps to pay for medications on an emergency basis. To be eligible

Emergency Financial Assistance for Medication (continued)

for this service, clients must meet the income criteria for ADAP (AIDS Drug Assistance Program) with no co-pay.

Emergency Financial Assistance for Housing

Emergency Financial Assistance for Housing provides help with rent, mortgage, utilities or move-in costs. This help is temporary and cannot be used as an on-going payment to the client.

Food Pantry

Food pantry offers food from at least four out of the five basic food groups. The food pantry is meant to add to the client's nutritional program and is not intended to be the only source of nutrition for a client.

Health Insurance Premium

Insurance assistance may be provided to help an individual maintain health insurance or to receive medical benefits under a health insurance plan. This includes premium payment, co-payment, and deductibles. Share-of-cost is not covered for those clients who receive Medi-Cal.

Home Delivered Meals

Home delivered meal services provide meals to home-bound clients living with HIV/AIDS who are not able to make meals on their own. A primary medical care provider must prescribe this service.

Home Health Care

Home health care services are provided at the client's home by a licensed or certified home health agency. These services are offered to help clients who need help with daily

Home Health Care (*continued*)

activities like cleaning, cooking, bathing, and dressing. Durable medical equipment such as prosthetics and hospital beds can also be provided as a home health care service.

Housing Coordination

Housing coordination services include help with identifying housing resources, developing positive relationships with landlords, and providing direct, one-on-one assistance to clients who need assistance with housing.

Independent Living Skills

Independent living skills are services that help clients develop practical living skills to become successful in an independent, permanent housing situation. These services may be offered through activities like one-on-one education, group classes, or skill-building exercises.

Legal Services

Legal services refer to civil legal services that directly relate to the client's HIV status. Services include help with powers of attorney, do-not-resuscitate orders, and interventions necessary to ensure access to eligible benefits. Criminal services, personal injury and medical malpractice cases, help with writing wills, guardianship, custody, and adoption are not covered under this service.

Medication and Insurance Assistance

Medication and insurance assistance services pay for medication on an emergency basis. Share-of-cost is not covered for those clients who receive Medi-Cal. Medication approval is for one month only. Short term insurance assistance may also be available.

Medical Care

Primary medical care refers to non-emergency, outpatient medical services. Services include HIV-specific diagnostic tests and treatment, education and counseling about HIV health issues, preventive care, prescribing medication, helping clients manage and stay with medication, and management of chronic conditions. Medical care related to HIV disease that requires a medical specialty such as Pulmonology, Neurology, Oncology, Ophthalmology, and Dermatology can also be provided.

Mental Health Services

Mental health services are psychological treatment and counseling services for HIV-infected individuals. This service does not include substance abuse counseling. General mental health services can include individual and group counseling. These services are provided by a licensed mental health professional or registered intern. Limited Psychiatric services provided by a Psychiatrist are also available.

Nutritional Counseling

Nutritional counseling services include education and counseling about a client's diet. This service is provided by a nutritional counselor.

Nutritional Supplements

Nutritional supplements are high caloric supplements that are provided to individuals who are having a hard time maintaining appropriate weight levels. Supplements are prescribed by a medical doctor, or recommended by a licensed registered dietician, registered nurse, or nurse practitioner in writing. Supplements may include, but are not limited to, nutritional drinks (such as Ensure®) and bars. Non-prescription basic multi-vitamins may also be offered.

Pharmacist Consultation

Pharmacist consultation services are provided by a pharmacist who specializes in HIV. These services are provided one-on-one and include a review of the drugs that clients are taking, a plan for the client's care, a review of the medication plan by the doctor, and monitoring of how the client is handling the medications.

Substance Abuse Treatment and Counseling

Substance abuse treatment and counseling services are residential treatment and/or counseling, and medical or social detox services that help clients work through problems with alcohol and other substance use. These services may be provided in a residential health setting.

Transitional Housing Assistance

Transitional housing assistance is offered to qualified clients to help them find temporary housing. This service is provided using a motel voucher system. To be eligible, clients must be (1) homeless or at risk of becoming homeless; (2) are coming from emergency housing, hospital, mental health and/or substance abuse treatment programs; or (3) were recently released from jail/prison.

Transportation Services

Transportation services include transportation by bus vouchers, car/van rides, and taxi rides. These services are offered to help clients get to health care appointments related to their HIV disease. A client may receive transportation services regularly or on an emergency basis.



Ryan White Act and HOPWA-Funded Service Provider Directory

17th Street Care Clinic

1725 W. 17th Street, Santa Ana, CA 92706

(714) 834-7991

Services are available in English, Spanish, and Vietnamese; translators are available for most other languages.

The 17th Street Care Clinic serves all HIV-positive, low-income individuals in Orange County. HIV-positive individuals without health insurance or health care benefits are eligible for HIV primary medical care.

- AIDS Drug Assistance Program (ADAP)
- Case Management
- Nutritional Counseling
- Pharmaceutical Consultation
- Primary Medical Care and Specialty Care Referral
- Treatment Education

17th Street Testing and Treatment

1725 W. 17th Street, Santa Ana, CA 92706

(714) 834-8129

The 17th Street Testing and Treatment Clinic offers both anonymous and confidential testing for HIV antibodies and Sexually Transmitted Diseases (STD).

Services are free for all individuals 12 years of age or older on a walk in basis only.



AIDS Services Foundation (ASF)

17982 Sky Park Circle, Suite J, Irvine, CA 92614

(949) 809-5700

www.ocasf.org

Services are available in English and Spanish.

ASF provides services to HIV-positive individuals in Orange County. Eligibility for services depends on the client's diagnosis and financial situation. For some services, clients may have to meet income or HIV disability requirements.

- Case Management and Benefits Counseling
- Children and Family Programs
- Exercise Program
- Food Pantry
- HIV Prevention Program
- Health Education
- Home Health Care
- Housing Services
 - o Direct Emergency Financial Assistance: Rent, utility costs and move-in deposits
 - o Housing Coordination and Information
 - o Roommate Referral
 - o Tenant-Based Rental Assistance Program
 - o Transitional Housing
 - o Life Skills Training
- Legal Services
- Mental Health Counseling
- Nutritional Supplements
- Rapid HIV Testing
- Social Support Programs
- Support Groups
- Transportation
 - o Vans and Taxi Rides
 - o Bus Passes and Access Fare Coupons

Delhi Center

505 E. Central Avenue, Santa Ana, CA 92707

(714) 481-9600

www.delhicenter.com

Services are available in English and Spanish.

Delhi Community Center serves the HIV-positive Latino community in Orange County. To receive some services, clients may have to meet income and disability requirements.

- Case Management
- Food Pantry

Laguna Beach Community Clinic (LBCC)

362 Third Street, Laguna Beach, CA 92651

(949) 494-0761

www.lbclinic.org

Services are available in English and Spanish. Please call for clinic and HIV testing hours.

Laguna Beach Community Clinic provides medical care for lower-income individuals and families in Orange County. New clients are welcome.

- Case Management
- HIV Testing and Counseling
- Legal Services
- Medical Care
- Pharmacy Consultation
- Urgent Care

Orange County Health Care Agency Dental Clinic

1725 W. 17th Street, Suite 101 L, Santa Ana, CA 92706

(714) 834-8408

Services are available in English, Spanish, and Vietnamese; translators are available for most other languages.

The Orange County Health Care Agency's Dental Clinic serves all HIV-positive, low-income individuals in Orange County. HIV-positive individuals without dental insurance or dental care benefits are eligible for services. *Clients must be referred by a case manager or Ryan White medical care provider.*

- Education on Oral Health Hygiene
- Extractions
- Full-Mouth X-Rays
- Non-Surgical Gum Treatment
- Oral Health Exams
- Root Canal Therapy
- Teeth Cleaning
- Advanced Dental Services (Bridges, Crowns and Dentures) available based on funding

Public Law Center (PLC)

601 Civic Center Drive West, Santa Ana, CA 92701

(714) 541-1010

www.publiclawcenter.org

Services are available in English, Spanish, and Vietnamese.

The Public Law Center provides free civil legal services to low-income Orange County residents. Services are provided by staff at the Public Law Center and pro-bono services are provided by lawyers in Orange County. Public Law Center offers legal counseling, individual representation, community education and strategic litigation and advocacy to challenge societal injustices. Also, through the Legal Check-Up program, clients may

Public Law Center (PLC) (continued)

meet one-on-one with a legal advocate to address the legal issues most prevalent in the lives of persons living with HIV/AIDS.

- Assistance with civil legal issues such as:
 - o Bankruptcy
 - o Confidentiality
 - o Creditor Harassment
 - o Discrimination
 - o Education
 - o Employment
 - o Family Law
 - o Health Care
 - o Housing
 - o Identity Theft
 - o Immigration
 - o Predatory Lending
 - o Unfair Sales Practices

REACH (Risk Reduction, Education, and Community Health)

Orange County Health Care Agency – Behavioral Health
1725 W. 17th Street, Santa Ana, CA 92706

(714) 834-7926

(866) 33-REACH

Services are available in English, Spanish, and American Sign Language.

REACH provides services to current and past substance-using HIV-positive and high-risk HIV-negative individuals in Orange County. REACH staff provides daily outreach including night outreach and HIV/STD testing.

- Case Management
- Community Outreach
- Food Pantry

REACH (Risk Reduction, Education, and Community Health) (continued)

- Hepatitis C Support Group
- HIV Prevention and Education, including Court-Mandated Classes
- HIV Testing and Counseling
- Legal Services
- Linkage to Substance Abuse Treatment and Shelter
- Medical and Social Model Detox Services
- Risk-Reduction Counseling
- Skills Development Workshops
- Transportation
 - o Van Rides
 - o Bus Passes and Access Fare Coupons

Shanti OC

22722 Lambert St., Suite 1711, Lake Forest, CA 92630

(949) 452-0888

www.shantioc.org

Services are available in English and Spanish.

Shanti OC provides services to HIV-positive individuals in Orange County. For some services, clients may have to meet income or HIV disability requirements.

- Case Management
- Client Advocacy
- Complimentary Therapies
 - o Massage
 - o Reiki
- Health Education Workshops
- Home Delivered Meals
- Legal Services
- Mental Health Counseling
- Social Support Programs
- Support Groups

Straight Talk

5714 Camp Street, Cypress, CA 90630

(714) 828-2000

www.straighttalkinc.org

Straight Talk provides transitional and residential treatment services for individuals living with HIV/AIDS in Orange County. Services include comprehensive substance abuse education and other related services.

- Gerry House – Residential treatment services for HIV-positive individuals who are injection drug users
- Start House – Transitional/residential alcohol and drug abuse recovery services for persons living with HIV/AIDS

The Gay and Lesbian Community Services Center (The Center, OC)

12752 Garden Grove Blvd., Suite 106
Garden Grove, CA 92843

(714) 534-0862

www.thecenteroc.org

Services are available in English and Spanish.

The Center provides services to gay, lesbian, bisexual, transgender, and HIV-positive individuals in Orange County.

- HIV Prevention and Education
- HIV Testing and Counseling
- Mental Health Counseling
- Support Groups and Discussion Groups for Adults and Youth

Complaints and Grievances

Providers in the Ryan White Act system are dedicated to providing services that are respectful of your rights and needs. Please see a list of your rights and responsibilities starting on page 4 of this handbook. If at any time you feel that a service provider has failed to honor your rights as a client, you have the right to file a complaint and/or grievance.

Our goal is to ensure that all complaints and grievances are resolved quickly and are first addressed with the staff or service provider involved. There is a difference between a complaint and a grievance. A complaint is an informal oral or written statement submitted by a client or a client's authorized representative that he/she is dissatisfied with any aspect of the Ryan White Act system of care. A grievance is a formal complaint that has reached the stage where the affected party seeks a structured approach to its resolution. This grievance process is designed to help you resolve your complaint or grievance through all appropriate channels.

Resolving Problems and Complaints

Try to resolve the problem with the provider by talking to the staff about your complaint. The provider must listen to your complaint and try to find a resolution.

If your complaint is not addressed by talking to staff, you have the right to file a formal grievance using the provider's grievance policy.

Be prepared to write down or talk about the following:

- Date and time of the event(s)
- Who the event(s) involves
- What you think would be a fair resolution

Complaints and Grievances (continued)

Most issues are successfully resolved between the client and the provider. After following the grievance procedure of the service provider, if you are still unable to resolve the complaint, you have the right to file a formal appeal with HIV Planning and Coordination.

How to File a Grievance Appeal to HIV Planning and Coordination

HIV Planning and Coordination (HIVPAC) at the Orange County Health Care Agency will review grievance appeals from clients that were not resolved after following the provider's grievance process. You may file a formal appeal with HIVPAC in any of the following ways:

In Person or by Mail:

HIV Planning and Coordination
1725-B W. 17th Street
P.O. Box 6099
Santa Ana, CA 92706
or **Phone:** (714) 834-8711
or **Fax:** (714) 834-8270

Response from HIV Planning and Coordination

HIV Planning and Coordination (HIVPAC) will work with you and the service provider named in the grievance appeal to find the best resolution. If necessary, there is a formal appeal process and a Grievance Appeal Review Panel to help in resolving the grievance appeal. You will receive a letter notifying you of the grievance appeal process and outcome.

HIVPAC shall ensure that there is no discrimination or retaliation against a client that has filed a grievance.

For full Grievance Policies and Procedures, contact your service provider or HIV Planning and Coordination at (714) 834-8711.

About the Ryan White Act

The Ryan White Act funds services available to individuals living with HIV/AIDS. The Act was named as a memorial to a teenager from Indiana named Ryan White. Because of discrimination he faced, Ryan dedicated himself to educating the public and Congress about HIV before he died of the illness in 1990. The Ryan White Act is the largest piece of federal legislation that offers funding for the care and treatment of persons living with HIV disease. There are several Parts to the Ryan White Act, Parts A, B, C, and D. Orange County receives funding from Parts A, B, and C to provide primary medical care and support services to HIV-positive individuals.

The intent of the Ryan White Act is to help those who are the most underserved by the health care system. People who use Ryan White Act services are most frequently those with no other source of healthcare or those with insurance but whose care needs are not being met.

Three main goals of the Ryan White Act are:

- To lessen the burden of treatment and care in areas most affected by HIV.
- To foster a coordinated approach to core treatment and support of HIV services.
- To build a community-based, strategic response to HIV by local organizations and advocates, as well as local public entities.



About the Ryan White Act (continued)

The Health Care Agency’s HIV Planning and Coordination Unit works with a Board of Supervisor’s-appointed community body, the HIV Planning Council, to administer Part A and B funds.

The HIV Planning Council prioritizes and allocates the funds for different services. Please refer to page 25 for more information about the HIV Planning Council. The County of Orange is then responsible for securing contracts with service providers for these services.



About Housing Opportunities for Persons With AIDS (HOPWA)

The Housing Opportunities for Persons with AIDS (HOPWA) Program provides support for housing assistance and services to low-income persons living with HIV/AIDS and their families. The program was established in 1991 by the AIDS Housing Opportunities Act. The U.S. Department of Housing and Urban Development (HUD) awards HOPWA funds to the largest city in each eligible metropolitan area.

In Orange County, the City of Santa Ana's Community Development Agency administers the HOPWA grant funds for all of Orange County. A portion of these funds is subcontracted to the County of Orange for supportive services.

Since 1993, the City of Santa Ana has utilized HOPWA funds to develop 93 new permanent and transitional housing units for persons living with HIV/AIDS.



HIV Planning Council

The Orange County HIV Planning Council (Council), established in 1987, makes recommendations to the County Health Officer about HIV-related issues. It also serves as the Ryan White Act Part A Planning Council, the Ryan White Act Part B Consortium, and the advisory body to the City of Santa Ana for the expenditure of HOPWA funds.

The Council collaborates with the Health Care Agency to conduct a periodic needs assessment to find out about the service needs of persons living with HIV/AIDS. Using the needs assessments and other data, the Council prioritizes the HIV service needs of the community and allocates funds to the service categories.

The Council includes individuals with specific expertise such as health care planning, housing for the homeless, incarcerated populations, substance abuse and mental health treatment, or who represent other Ryan White Act and Federal Programs. In addition, at least 33% of the members should include persons living with HIV/AIDS who use Ryan White Act services. The Planning Council's Membership Committee welcomes applications for appointment by the Board of Supervisors. For information on becoming a member, contact the number on page 26.

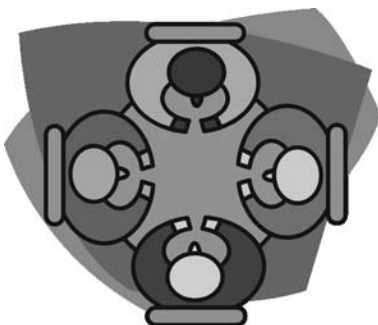
In order to make sure that the community and persons living with HIV/AIDS are involved, the Council tries to get feedback from clients and providers, and has an HIV Client Advocacy Committee. Public comment is another way to get community input. Public Comment is taken at the beginning of each meeting and the public is encouraged to attend.

HIV Planning Council (continued)

Planning Council Meeting Information*

Date: Second Wednesday of every month
Time: Meeting: 6 – 9 p.m.
Location: Orange County Public Health Services
Training Center (Building 1729 E)
1725 West 17th Street
Santa Ana, CA 92706
Information: (714) 834-8399

**Council meetings subject to change. To confirm meeting dates, time, and locations please call (714) 834-8399.*



HIV Client Advocacy Committee (HCAC)

The HIV Client Advocacy Council (HCAC) is a committee of HIV-positive individuals that advises the Council in a number of areas. It seeks to represent the HIV community and make sure that the needs of this population are identified and addressed.

HCAC Responsibilities Include:

- Recruiting HIV-positive individuals for Council membership and leadership positions;
- Training in planning methods and leadership skills;
- Developing advocacy skills of HIV-positive individuals; and
- Advising the Council on the needs of HIV-positive individuals in Orange County.

To become involved with promoting policies and services to improve the well being of individuals living with HIV/AIDS, attend the HCAC meeting.

HCAC Meeting Information*

Date: Third Monday of every month

Time: 6 p.m.

Location: Orange County Public Health Services
Training Center (Building 1729E)
1725 W. 17th Street
Santa Ana, CA 92706

**Committee meetings subject to change. To confirm meeting dates, time, and locations please call (714) 834-8399.*

Other HIV Planning Council Committees

The HIV Planning Council has several standing committees that help support the activities and functions of the Council. Community members may attend committees, provide public comment, and join many of the committees without being Council members. Please call HIV Planning and Coordination at (714) 834-8399 for each committee's meeting schedule.

Executive Committee

The Executive Committee includes chairs of standing committees and other officers of the Council. The Committee's responsibilities are to: 1) supervise affairs of the Planning Council; 2) report activities at monthly Council meetings; 3) establish committees or task forces as needed; 4) conduct the annual Evaluation of the Administrative Mechanism (EAM); and 5) advise Council Chair, provide direction to Council Staff on the administration of Council activities.

Housing Committee

The Housing Committee includes members of the community, persons living with HIV/AIDS, HIV/AIDS service providers, and City of Santa Ana staff. The Committee's responsibilities are to: 1) make recommendations for priorities and funding of housing and related services for persons living with HIV/AIDS; 2) review reports on housing programs; and 3) coordinate housing related services.



Membership Committee

The Membership Committee includes members who are appointed by the Executive Committee. The Committee's responsibilities are to: 1) conduct ongoing recruitment of members to ensure the demographic composition of the Council is reflective of persons living with HIV/AIDS in Orange County; 2) recommend individuals for appointments to the Council; 3) inform all applicants of requirements of being on the Council; 4) monitor Council member attendance; and 5) train Council members regarding the roles and responsibilities of the Council.

Prevention Planning Committee (PPC)

The Prevention Planning Committee includes members of the HIV/AIDS community, persons living with HIV/AIDS, and HIV prevention service providers. The Committee's responsibilities are to: 1) update Orange County's Comprehensive HIV Prevention Plan annually; 2) provide a forum for exchange of information and coordination of HIV prevention efforts; 3) implement strategies to increase knowledge and awareness of HIV/AIDS in the community; 4) identify unmet prevention needs; and 5) recommend prevention service priorities and funding allocations.

Priority Settings, Allocations and Planning (PSAP) Committee

The PSAP Committee's membership includes members of the HIV/AIDS community, persons living with HIV/AIDS, and HIV service providers. The Committee's responsibilities are to: 1) make recommendations regarding the priorities and funding for Ryan White Act-funded services; and 2) to be the year round allocations and reallocations planning body.

Local and National Resources

Benefits/Insurance

Social Security Administration	(800) 772-1213
Anaheim Office	(714) 502-9271
Brea Office	(714) 993-0276
Santa Ana Office	(800) 772-1213

Credit/Financial Counseling

Consumer Credit Counseling Services.....	(714) 547-2227
Springboard Consumer Credit Management.....	(888) 669-2227

Dental Services

O.C. Health Care Agency (HCA) Dental Clinic.....	(714) 834-8408
--	----------------

Disability Services

Regional Center of O.C.	(714) 796-5100
------------------------------	----------------

Drug and Alcohol Treatment

REACH Program	(714) 834-7926
Santa Ana Drug Abuse Services (Methadone)	(714) 834-8600
Straight Talk (residential drug/alcohol treatment)	(714) 828-2000

Employment Services

California Department of Rehabilitation.....	(714) 662-6030
Employment Development Department (EDD).....	(714) 518-2315

Financial Assistance

O.C. Social Services (Cal Works, Food Stamps, Medi-Cal)

Cal Works

East Regional Center	(714) 435-5800
North Regional Center.....	(714) 575-2400
South Regional Center	(949) 206-4000
West Regional Center	(714) 503-2200

Food Stamps / Medi-Cal Offices

Aliso Viejo Regional Center.....	(949) 389-8200
Anaheim Regional Center	(714) 575-2400
Garden Grove Regional Center.....	(714) 741-7100
Santa Ana Regional Center.....	(714) 435-5900

Local and National Resources (continued)

HIV/AIDS Social Services

- AIDS Services Foundation (ASF)..... (949) 809-5700
- Asian Pacific AIDS Intervention Team (APAIT)..... (714) 636-1349
- Delhi Community Center (714) 481-9600
- Laguna Beach Community Clinic (949) 494-0761
- REACH Program (714) 834-7926
- Shanti OC (949) 452-0888
- The Gay and Lesbian Community Services Center (714) 534-0862

Housing

- AIDS Services Foundation (ASF) Housing Department (949) 809-5783*
- Emmanuel House (homeless living with HIV/AIDS) (714) 836-7188
- Section 8 Rental Assistance
- Fair Housing, CA State (800) 884-1684
- Human Relations Commission (714) 567-7470
- Straight Talk (residential drug/alcohol treatment) (714) 828-2000
- Housing Authorities
 - Anaheim Housing Authority (714) 765-4320
 - Garden Grove Housing Authority (714) 741-5150
 - O.C. Housing Authority (714) 480-2700
 - Santa Ana Housing Authority..... (714) 667-2200

**Please see case manager regarding housing services*

Legal Services

- Hernandad Mexicana Nacional (714) 541-0250
- Legal Aid Society of Orange County..... (800) 834-5001
- O.C. Fair Housing Council (800) 698-3247
- Public Defender – O.C..... (714) 834-2144
- Public Law Center (714) 541-1010

Medical Services

- Cure+ (Referrals for U.S. and Mexico) (800) 789-1751
- Laguna Beach Community Clinic (949) 494-0761
- Orange County Health Care Agency (714) 834-7991
- Medical Services for Indigents (MSI) (714) 834-6248
- UCI Special Disease Clinic..... (714) 456-7002

Medications

- AIDS Drug Assistance Program (ADAP) (714) 834-8175

Local and National Resources (continued)

Mental Health Counseling

Adult Mental Health O.C. HCA	(714) 480-6767
Children & Youth Services O.C. HCA.....	(714) 834-5656
Latino Psychological Services.....	(714) 953-8662
Mental Health Association of O.C.....	(714) 547-7559
O.C. Youth and Family Services.....	(714) 543-8468
Pathways Program	(714) 834-7883
Shanti OC.....	(949) 452-0888
The Gay and Lesbian Community Services Center	(714) 534-0862

Nutrition Services

AIDS Services Foundation (ASF).....	(949) 809-5700
Orange County Health Care Agency	(714) 834-7991
Women, Infants, and Children (WIC).....	(714) 834-8333

Safety Net Services (Shelter / Food / Clothing)

Anaheim Independencia.....	(714) 826-9070
Community Action Partnership	(714) 897-6670
Fullerton Interfaith.....	(714) 738-0255
Orange County Salvation Army	(714) 832-7100
Real Help of Garden Grove Meals	(714) 534-6450
S.O.S (Share Our Selves)	(949) 642-3451
Someone Cares Soup Kitchen	(949) 548-8861
Free hot lunch, Monday – Friday 1 p.m. – 4 p.m. 720 W. 19 th St., Costa Mesa	
South O.C. Family Resource Center.....	(949) 364-0500
Southwest Community Center – Santa Ana	(714) 543-8933

Faith Based Services

AIDS Action Program.....	(949) 683-5683
Christ Chapel of Laguna.....	(949) 376-2099
Christ Chapel Metropolitan Community Church	(714) 835-0722
He Intends Victory	(800) HIV-HOPE
HIV/AIDS Initiative of Saddleback Church.....	(949) 609-8555
Lutheran Social Services (emergency food service)	(714) 685-1800
Family Assistance Ministries.....	(949) 492-8477

Shelters

American Family Housing.....	(714) 897-3221
Friendship Shelter	(949) 494-6928
New Vista Transitional Living.....	(714) 680-3691
Rescue Mission – Orange County.....	(714) 258-4450
Salvation Army Hospitality House.....	(714) 542-9576
YWCA Beyond Shelter	(714) 871-4488

Local and National Resources (continued)

Shower Facilities

- 1st United Methodist of Costa Mesa..... (949) 548-7727
- Rescue Mission – Orange County..... (714) 258-4450

Transportation

- AIDS Services Foundation (ASF)..... (949) 809-5700
- Child Shuttle (714) 999-2881
- O.C. Transportation Authority (*www.octa.net*) (714) 560-6282
 - Bus Passes..... (714) 560-5932
 - Bus Route Information..... (714) 636-7433
- REACH Program (714) 834-7926

Veterans Services

- U.S. VETS – Long Beach (homeless veterans) (562) 388-8000
- Veterans Center – Counseling (714) 776-0161
- Veterans Services – VA Benefits (800) 827-1000

Hotlines

Alcohol & Drug Abuse Services

- American Council on Alcoholism (800) 527-5344
- Alcoholics Anonymous Hotline (714) 556-4555
- Alcohol & Drug Abuse Services (Orange County HCA) (714) 480-6660
- Cocaine Anonymous Hotline(949) 650-1011

California AIDS Hotline

(Monday – Friday 9 a.m. – 5 p.m., Tuesday until 9 p.m.)

- English and Spanish..... (800) 367-2437
- TDD for hearing impaired (888) 225-2437

Crisis Hotlines

- Suicide Prevention Center..... (800) 784-2433
- Youth Crisis Line..... (800) 843-5200

Cure+ (Referrals for U.S. and Mexico)..... (800) 789-1751

HIV/AIDS Treatment News Line (800) 448-0440

National AIDS Hotlines (Centers for Disease Control & Prevention)

- English (24 Hours).....(800) CDC-INFO
- Spanish (24 Hours).....(800) CDC-INFO
- (800) 232-4636

Orange County Health Care Agency

AIDS Testing & Counseling Information (Automated)..... (714) 834-8592

Project Inform (800) 822-7422



Web Sites

AIDS Research

- AIDS Clinical Trials www.clinicaltrials.gov
- AIDS Info (Treatment, Prevention, & Research) <http://aidsinfo.nih.gov>
- HIV InSite (Treatment, Prevention & Policy) <http://hivinsite.ucsf.edu>

Comprehensive AIDS Information

- AIDS Education Global Information System (AEGIS) www.aegis.com
- Centers for Disease Control & Prevention..... www.cdc.gov
- The Body (Care, Treatment, and Prevention)..... www.thebody.com
- Project Inform www.projectinform.org

Orange County Resources

- Info Link Orange County..... www.infolinkoc.org
- HIV Planning and Coordination www.ochealthinfo.com/public/hiv/

Kaiser Family Foundation..... www.kff.org

Pediatric AIDS

Elizabeth Glaser Pediatric AIDS Foundation www.pedaids.org



Glossary of Abbreviations

ADAP – AIDS Drug Assistance Program

AIDS – Acquired Immune Deficiency Syndrome

APAIT – Asian Pacific AIDS Intervention Team

ASF – AIDS Services Foundation

CDC – Centers for Disease Control and Prevention

EAM – Evaluation of the Administrative Mechanism

HCA – Orange County Health Care Agency

HCAC – HIV Client Advocacy Committee

HIV – Human Immunodeficiency Virus

HIVPAC – HIV Planning and Coordination

HOPWA – Housing Opportunities for Persons with AIDS

HUD – United States Department of Housing and Urban Development

LBCC – Laguna Beach Community Clinic

MSI – Medical Services Initiative

PLC – Public Law Center

PPC – Prevention Planning Committee

PSAP – Priority Setting, Allocations, and Planning Committee

REACH – Risk-reduction, Education, and Community Health Program

STD – Sexually Transmitted Disease

UCI – University of California Irvine



**County of Orange
Health Care Agency**

HIV Planning and Coordination

1725-B W. 17th Street

Santa Ana, CA 92706

Telephone: (714) 834-8711

Fax: (714) 834-8270

Web Site: www.ochealthinfo.com/public/hiv/

Paid for by Ryan White Act Funds

February 2009

