Client Services
Handbook
FY 2019

Ryan White Services Division
Infectious Disease Bureau
Boston Public Health Commission
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The Provider Handbook is a useful resource for the various stakeholders in the Boston Eligible Metropolitan Area (EMA). This resource allows providers of Ryan White Part A services to reference service category definitions, and to learn what other services are available in their region. It creates an opportunity for providers to network, and also allows providers to make warm referrals for their clients to other Part A funded agencies.

Similarly, this guide is useful for stakeholders who are less familiar with the funding landscape. It provides details and a short history of Ryan White Part A funding. It also depicts how the award is invested across the 10 counties within Massachusetts and New Hampshire in the Boston EMA and the types of services that are offered.

Members of the community who have served on Planning Council may use this guide to learn how their recommendations for the allocation of Part A funding were executed. This guide lists the agencies that have been awarded funding for this fiscal year, (FY19), the amount of the award, and a brief description of the scope of the services to be offered.

Readers can contact any member of the Ryan White Services Division (RWSD), Boston Public Health Commission (BPHC) with questions about this handbook. Contact information is available on page 29.
The original Ryan White Comprehensive AIDS Resources Emergency (CARE) Act of 1990 was amended in 1996 and 2000, replaced by the Ryan White HIV/AIDS Treatment Modernization Act of 2006, and most recently reauthorized in 2009 as the Ryan White HIV/AIDS Treatment Extension Act. While the 2009 extension expired on September 30, 2013, the legislation did not include any sunset provision and the legislation therefore continues to be in effect. Funding continues to be dependent upon the Federal appropriations process.

The Ryan White HIV/AIDS Program (RWHAP) is composed of five Parts (A, B, C, D and F). Funds from Part A provide direct financial assistance to Eligible Metropolitan Areas (EMA) and Transitional Grant Areas (TGA) most severely affected by the HIV epidemic, and are intended to develop or to enhance access to a comprehensive continuum of high quality, community-based care for low-income individuals with HIV/AIDS and their families. A comprehensive continuum of care should include primary medical care, including HIV specific care, and supportive services which aim to improve access to care, promote health, and enhance quality of life.

Health Resources and Services Administration’s HIV/AIDS Bureau (HRSA/HAB) administers the Ryan White Program. Part A formula and supplemental components of the grant as well as Minority AIDS Initiative (MAI) funds, which support services targeting minority populations. The formula component is based on reported living HIV/AIDS cases in the EMA or TGA as of December 31 in the most recent calendar year for which data are available. Supplemental grants are awarded competitively on the basis of demonstrated need and other selective criteria. MAI funding is awarded by formula according to the distribution of living HIV/AIDS cases among racial and ethnic minorities.

Grants are awarded to each EMA’s Chief Elected Official (CEO). The CEO (Mayor, City of Boston) then appoints an HIV/AIDS Services Planning Council and designates a Grantee (Boston Public Health Commission [BPHC]). The Planning Council establishes priorities and develops a plan for meeting those priorities. BPHC must distribute grant funds according to the priorities established by the Planning Council.
Part A Boston Eligible Metropolitan Area

The Boston Eligible Metropolitan Area (EMA) service region includes 7 counties in Massachusetts – Bristol, Essex, Middlesex, Norfolk, Plymouth, Suffolk and Worcester – and 3 counties in New Hampshire – Hillsborough, Rockingham and Strafford. All organizations in the EMA that provide or propose to provide HIV-related services for people living in the EMA are eligible to apply for Part A funding.
Ryan White Part A Overview

For FY 2019, HRSA awarded a Part A grant to the CEO of the Boston EMA on January 16, 2019, in the amount of **$14,925,427**. The Boston EMA HIV/AIDS Services Planning Council established the ranking of priority services and service category allocations (see table below). Through a contract renewal process, the Boston Public Health Commission funded 85 programs within 33 direct service agencies in accordance with the Planning Council’s priorities.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Service Category</th>
<th>Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Case Management, Medical</td>
<td>$4,374,726</td>
</tr>
<tr>
<td></td>
<td>MAI: Case Management, Medical</td>
<td>$550,054</td>
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<tr>
<td></td>
<td>Case Management Training &amp; Capacity-Building</td>
<td>$225,000</td>
</tr>
<tr>
<td>2</td>
<td>AIDS Drug Assistance</td>
<td>$151,046</td>
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<td>3</td>
<td>Case Management, Non-Medical</td>
<td>$948,107</td>
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<td>MAI– Non-Medical Case Management</td>
<td>$155,219</td>
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<tr>
<td>4</td>
<td>Housing Services</td>
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<tr>
<td>5</td>
<td>Health Insurance Premium and Cost Sharing</td>
<td>$0</td>
</tr>
<tr>
<td>6</td>
<td>Medical Transportation Services</td>
<td>$245,759</td>
</tr>
<tr>
<td>7</td>
<td>Oral Health Care</td>
<td>$1,386,599</td>
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<tr>
<td>8</td>
<td>Mental Health</td>
<td>$0</td>
</tr>
<tr>
<td>9</td>
<td>Psychosocial Support</td>
<td>$977,174</td>
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<tr>
<td></td>
<td>MAI: Psychosocial Support</td>
<td>$160,379</td>
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<tr>
<td>10</td>
<td>Food Bank/ Home Delivered Meals</td>
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<tr>
<td>11</td>
<td>Substance Abuse: Outpatient</td>
<td>$0</td>
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<tr>
<td>12</td>
<td>Substance Abuse: Residential</td>
<td>$182,112</td>
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<td>13</td>
<td>Outpatient/Ambulatory Medical Care</td>
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<td>14</td>
<td>Emergency Financial Assistance</td>
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<td>15</td>
<td>Medical Nutrition Therapy</td>
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<td>16</td>
<td>Health Education and Risk Reduction</td>
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<td>17</td>
<td>Early Intervention Services</td>
<td>$0</td>
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<td></td>
<td><strong>Direct Care Subcontract Total</strong></td>
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<td></td>
<td>Quality Management</td>
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<td></td>
<td>Administration/Planning Council Support</td>
<td>$1,492,543</td>
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<tr>
<td></td>
<td><strong>Total Grant Award</strong></td>
<td><strong>$14,925,427</strong></td>
</tr>
</tbody>
</table>
Ryan White Part A Minority AIDS Initiative Overview

Minority AIDS Initiative (MAI) funds, designed to provide core medical and related support services to improve access and reduce disparities in health outcomes in metropolitan areas hardest hit by HIV/AIDS. MAI funds under Parts A and B are distributed according to a formula (based on the distribution of populations disproportionately impacted by HIV/AIDS) and coincide with grant cycles under each Part. MAI additionally falls under Part F which is earmarked to support capacity building activities in minority and minority-serving community-based organizations delivering HIV/AIDS services in communities of color.

After the original FY 1999 MAI award, the Planning Council reviewed MAI guidelines and recommended the Boston EMA utilize MAI funds to provide additional Medical Case Management and Psychosocial Support services. Each year the Planning Council reviews this decision and discusses whether additional services categories should be funded with the MAI grant. Their decision is based on many data points, including the current epidemiological profile of people living with HIV in the EMA, outcomes data for minority populations, and results of needs assessments and consumer focus groups.

The graph and chart below illustrate the history of Part A Boston EMA award allocations, including MAI funding.
<table>
<thead>
<tr>
<th>Year</th>
<th>Part A</th>
<th>MAI</th>
<th>Total</th>
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<td>1991</td>
<td>$2,236,267</td>
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<td>1992</td>
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<td>1998</td>
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<td>2000</td>
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<td>2001</td>
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<td>2004</td>
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<td>$783,761</td>
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<td>2005</td>
<td>$12,940,708</td>
<td>$710,521</td>
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<td>2006</td>
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<td>2013</td>
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<td>2014</td>
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<td>2015</td>
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<td>2019</td>
<td>$13,907,014</td>
<td>$1,018,413</td>
<td>$14,925,427</td>
</tr>
</tbody>
</table>
Service Definitions

**AIDS Drug Assistance Program (ADAP/HDAP) (Drug Reimbursement)**
The service funded under this category is the provision of medically prescribed pharmaceuticals used in the prevention, management, and treatment of HIV disease. Services funded under this category are only available for HIV + individuals who have met the eligibility requirements for participation in the Plan and have been enrolled according to standard Plan procedure.

**Case Management, Medical**
This service focuses on improving health outcomes for clients, including viral suppression rates. Activities funded under this category include linkage to and engagement in primary medical care and health-related support services in a manner that ensures timely, coordinated access to appropriate levels of care. Client-centered services support a client’s ability to maximize his/her self-sufficiency and independence. Key activities include: information and referral; assessment of the client’s needs and personal support systems; development of a comprehensive individualized service care plan; coordination of the services required to implement the plan; client monitoring to assess the efficacy of the plan; periodic reassessment; and adoption of the plan. It is expected that medical case management programs will establish and maintain effective linkages with primary care and other service providers and ensure that medical case management services are not being duplicated across providers. Services will also be provided within a harm reduction framework and will include basic risk assessment and risk reduction planning.

**Case Management, Non-Medical**
This service focuses on improving access to care. This includes improved access to both core medical and support services. Activities in this service category typical occur in community-based facilities that are not connected to medical facilities. Client-centered services support a client’s ability to maximize his/her self-sufficiency and independence. Key activities include: information and referral; assessment of the client’s needs and personal support systems; development of a comprehensive individualized service care plan; coordination of the services required to implement the plan; client monitoring to assess the efficacy of the plan; periodic reassessment; and adoption of the plan. Services will also be provided within a harm reduction framework and will include basic risk assessment and risk reduction planning.

**Early Intervention Services**
This service is a combination of targeted HIV testing, referrals and linkage to HIV care, and outreach services, including harm reduction education. EIS services should be delivered in collaboration with other testing and linkage services in the area, including services offered by the state or surrounding cities. EIS cannot supplant testing services that are paid for by other resources.

**Emergency Financial Assistance**
Provides limited one-time or short-term payments to assist the RWHAP client with an emergent need. Emergency financial assistance can occur as a direct payment to an agency or through a voucher program. *Direct cash payments to clients are not permitted.* Services include essential utilities, housing, food (including groceries and food vouchers), transportation and medication.
**Food Bank/Home-Delivered Meals**
This category includes the provision of actual food or meals. It also includes the provision of personal hygiene products and cleaning supplies. Examples include, but are not limited to: hot meals; home-delivered food; food banks; nutritional supplements; and the provision of nutrition counseling under the supervision of a registered dietician.

**Health Education and Risk Reduction**
Health Education/Risk Reduction is the provision of education to clients living with HIV about HIV transmission and how to reduce the risk of HIV transmission. It includes sharing information about medical and psychosocial support services and counseling with clients to improve their health status.

**Health Insurance Premium and Cost Sharing**
Health Insurance Premium and Cost Sharing Assistance provides financial assistance for eligible clients living with HIV to maintain continuity of health insurance or to receive medical and pharmacy benefits under a health care coverage program.

**Housing**
Services funded under this category include the provision of short-term, emergency or transitional rental assistance, and the provision of housing search support. These services also include assessment, search, placement, and advocacy services provided by those who possess an extensive knowledge of local, State, and Federal housing programs and how they can be accessed. The goal of this category is to improve a person’s access and adherence to medical care and treatment by addressing the barrier of housing instability.

**MAI Case Management, Medical**
The purpose of MAI Medical Case Management is to provide services that are culturally and linguistically appropriate to minority groups who are impacted by HIV. Services in this category are delivered by providers with diverse language and cultural capacity. Key activities include: information and referral; assessment of the client’s needs and personal support systems; development of a comprehensive individualized service care plan; coordination of the services required to implement the plan; client monitoring to assess the efficacy of the plan; periodic reassessment; and adoption of the plan. Providers funded for this service will also establish a link with a medical provider to facilitate client referrals. Services will also be provided within a harm reduction framework and will include basic risk assessment and risk reduction planning.

**MAI Case Management, Non-Medical**
The purpose of MAI Medical Case Management is to provide services that are culturally and linguistically appropriate to minority groups who are impacted by HIV. Services in this category are delivered by providers with diverse language and cultural capacity. Key activities focus on creating access to social supports for eligible PLWH. This includes information and referral; assessment of the client’s needs and personal support systems; development of a comprehensive individualized service care plan; coordination of the services required to implement the plan; client monitoring to assess the efficacy of the plan; periodic reassessment; and adoption of the plan. Services will also be provided within a harm reduction framework and will include basic risk assessment and risk reduction planning.

**MAI Psychosocial Support**
The purpose of MAI Psychosocial Support is to provide services that are culturally and linguistically appropriate to minorities who are living with HIV/AIDS. Services funded under this category provide counseling and emotional support to PLWH. Providers are skilled to deliver services in a
culturally competent manner to key minorities who are disproportionately affected by HIV. In some instances, the person(s) providing the service might be a person infected with HIV and of the client’s self-identified community. Such services include group and individual counseling sessions to address topics of stigma, isolation, behavioral health, and coping with an HIV diagnosis. Providers in this category may also work alongside Medical and Non-Medical Case Manager to provide assistance in obtaining a range of services and entitlement that will meet the needs of the client and are provided by licensed, or non-licensed, paraprofessional individuals.

**Medical Case Management Training & Capacity Building Services**
HIV Medical Case Management Training & Capacity Building (MCM TCB) services are to provide a range of training and capacity building services to HIV MCM programs and staff. The goal is to ensure that programs and their staff have knowledge, skills, and ability to provide the range of MCM services expected to be delivered to PLWH. These services can be provided in a range of modalities, including but not limited to, classroom training, webinars, individualized agency technical assistance, the development and dissemination of resource materials, and through smaller regional provider meetings.

**Medical Nutrition Therapy**
This category includes the provision of actual food or meals. Eligibility for this service requires certification by a physician and reassessment by a registered dietitian. Services funded under this category are the provision of calorically and nutritionally appropriate prepared food, which may include, but are not limited to: prepared meals; congregate meals; home-delivered food; food banks; nutritional supplements; and the provision of nutrition counseling under the supervision of a registered dietician.

**Medical Transportation**
Services funded under this category include, but are not limited to, taxi vouchers and public and private transport services that enable clients to access HIV primary medical care and health-related support services.

**Mental Health**
Psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to clients living with HIV. Services can be provided in a group or individual setting. Services include group therapy, individual therapy, family therapy and case consultation.

**Oral Health Care**
Services funded under this category are recruitment of dentists and preventive diagnostic and therapeutic services rendered by dentists, dental hygienists and other dental practitioners licensed to provide health care in the State or jurisdiction.

**Outpatient/Ambulatory Medical Care**
Outpatient/Ambulatory Health Services are diagnostic and therapeutic services provided directly to a client by a licensed healthcare provider in an outpatient medical setting. Outpatient medical settings include clinics, medical offices, and mobile vans where clients do not stay overnight.
Psychosocial Support
Services funded under this category provide counseling and emotional support to PLWH. In some instances, the person(s) providing the service might be a person infected with HIV and of the client’s self-identified community. Such services include group and individual counseling sessions to address topics of stigma, isolation, behavioral health, and coping with an HIV diagnosis. Providers in this category may also work alongside Medical and Non-Medical Case Manager to provide assistance in obtaining a range of services and entitlement that will meet the needs of the client and are provided by licensed, or non-licensed, paraprofessional individuals.

Substance Abuse, Outpatient
Substance Abuse Outpatient Care is the provision of outpatient services for the treatment of drug or alcohol use disorders. Services include screening, assessment, diagnosis, behavioral health counseling, relapse prevention and outpatient drug-free treatment and counseling.

Substance Abuse, Residential
Services funded under this category may include: Treatment to address substance abuse problems (including alcohol and/or legal and illegal drugs) in a residential health service setting (short-term).

Non-Direct Service Definitions

<table>
<thead>
<tr>
<th>Administration (10%)</th>
<th>$1,458,086</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under current legislation 10% of grant funds are to be used to provide program administration and Planning Council Support.</td>
<td></td>
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</tbody>
</table>

Program Administration is responsible for the effective administration of the Ryan White Part A grant. This includes developing and enhancing mechanisms which allow access to a comprehensive continuum of high quality, community-based care for low-income individuals and families living with HIV. Grantee Administration is responsible for implementing the Planning Council's plan for services, which includes distributing funds according to Planning Council priorities and allocations; ensuring that services are available and accessible to eligible clients; developing and implementing requests for proposals; monitoring contracted providers; working with agencies to maximize distributed funds, providing technical assistance; preparing and submitting Part A funding applications; and completing all required federal reporting requirements.

Planning Council Support Services program staff support and provide professional planning services to the Part A Boston EMA HIV/AIDS Services Planning Council. Included is the development of an annual needs assessment and funding streams assessment; completion of a resource and allocation process; development of a comprehensive plan for the provision of HIV/AIDS services; and staff support to Planning Council and committees, including scheduling and arranging of all meetings.

<table>
<thead>
<tr>
<th>Quality Management (5%)</th>
<th>$729,043</th>
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</thead>
<tbody>
<tr>
<td>Under current legislation, 5% of grant funds are to be used to provide quality management support.</td>
<td></td>
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</tbody>
</table>

This service includes assisting direct service medical providers funded through the Ryan White Act to assure that funded services adhere to established HIV clinical practice standards and Public Health Service (PHS) guidelines; implementing strategies for improvements to quality medical care including vital health-related supportive services to achieve appropriate access and adherence with HIV medical care; and utilizing available demographic, clinical and health care utilization information and health outcome data to monitor the spectrum of HIV-related illnesses and trends in the local epidemic and
## Funded Programs by Service Category

<table>
<thead>
<tr>
<th>Funded Programs by Service Category</th>
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</thead>
<tbody>
<tr>
<td><strong>AIDS Drug Assistance Program (ADAP/HDAP)</strong></td>
</tr>
<tr>
<td>♦ Community Research Initiative of New England</td>
</tr>
<tr>
<td>♦ New Hampshire Department of Health and Human Services</td>
</tr>
<tr>
<td><strong>Case Management, Medical</strong></td>
</tr>
<tr>
<td>♦ AIDS Response Seacoast</td>
</tr>
<tr>
<td>♦ Beth Israel Deaconess Hospital - Plymouth</td>
</tr>
<tr>
<td>♦ Boston Health Care for the Homeless Program</td>
</tr>
<tr>
<td>♦ Boston Medical Center Corp.</td>
</tr>
<tr>
<td>♦ Cambridge Health Alliance</td>
</tr>
<tr>
<td>♦ Codman Square Health Center / Dorchester House Health / Mattapan Community Health Center</td>
</tr>
<tr>
<td>♦ Dimock Community Health Center</td>
</tr>
<tr>
<td>♦ Edward M. Kennedy Community Health Center</td>
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<tr>
<td>♦ Fenway Community Health Center</td>
</tr>
<tr>
<td>♦ Greater Lawrence Family Health Center</td>
</tr>
<tr>
<td>♦ Harbor Health Services, Inc.</td>
</tr>
<tr>
<td>♦ Lynn Community Health Center</td>
</tr>
<tr>
<td>♦ Massachusetts General Hospital — Boston /Chelsea</td>
</tr>
<tr>
<td>♦ Southern New Hampshire HIV/AIDS Task Force</td>
</tr>
<tr>
<td><strong>MAI Case Management, Medical</strong></td>
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<tr>
<td>♦ East Boston Neighborhood Health Center</td>
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<tr>
<td>♦ Upham’s Corner Health Center</td>
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<tr>
<td>♦ Whittier Street Health Center</td>
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<tr>
<td><strong>Case Management, Non-Medical</strong></td>
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<td>♦ AIDS Project Worcester</td>
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<tr>
<td>♦ Casa Esperanza, Inc.</td>
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<td>♦ Catholic Charitable Bureau of the Archdiocese of Boston</td>
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<td>♦ Merrimack Valley Assistance Program</td>
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<td>♦ Montachusett Opportunity Council, Inc.</td>
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<td>♦ Multicultural AIDS Coalition, Inc.</td>
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<td>♦ Victory Programs, Inc.</td>
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<td><strong>MAI Case Management, Non-Medical</strong></td>
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<td>♦ Massachusetts Alliance of Portuguese Speakers</td>
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<table>
<thead>
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<th>Early Intervention Services</th>
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</thead>
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<td>♦ AIDS Project Worcester</td>
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<td>♦ Upham’s Corner Health Center</td>
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<td>♦ Whittier Street Health Center</td>
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<tr>
<td><strong>Food Bank/Home-Delivered Meals</strong></td>
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<tr>
<td>♦ AIDS Project Worcester</td>
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<td>♦ Montachusett Opportunity Council, Inc.</td>
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<td>♦ Victory Programs, Inc.</td>
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<td><strong>Health Education — Risk Reduction</strong></td>
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<td>♦ AIDS Project Worcester</td>
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<td>♦ Boston Children’s Hospital</td>
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<td>♦ Casa Esperanza, Inc.</td>
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<td>♦ Massachusetts Alliance of Portuguese Speakers</td>
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<td>♦ Montachusett Opportunity Council, Inc.</td>
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<td>♦ Multicultural AIDS Coalition, Inc.</td>
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<td>♦ Victory Programs, Inc.</td>
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<tr>
<td><strong>Health Insurance Premium and Cost Sharing</strong></td>
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<td><strong>Housing</strong></td>
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<td>♦ Father Bill's &amp; MainSpring</td>
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<td>♦ Victory Programs, Inc.</td>
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<tr>
<td><strong>Medical Nutrition Therapy</strong></td>
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<tr>
<td>♦ Boston Children’s Hospital — Boston HAPPENS</td>
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<td>♦ Community Servings, Inc.</td>
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Medical Transportation
- AIDS Project Worcester
- Beth Israel Deaconess Hospital - Plymouth
- Boston Health Care for the Homeless Program
- Boston Medical Center Corp.
- Casa Esperanza, Inc.
- Codman Square Health Center
- Dimock Community Health Center
- Edward M. Kennedy Community Health Center
- Fenway Community Health Center
- Greater Lawrence Family Health Center
- Justice Resource Institute
- Lynn Community Health Center
- Massachusetts General Hospital — Boston/Chelsea
- Montachusett Opportunity Council, Inc.
- Multicultural AIDS Coalition, Inc.
- Victory Programs, Inc.
- Whittier Street Health Center

Substance Abuse, Outpatient

Substance Abuse, Residential
- Victory Programs, Inc.

Mental Health

Oral Health Care
- BPHC Ryan White Dental Program

Outpatient/Ambulatory Medical Care

Psychosocial Support
- AIDS Project Worcester
- Dimock Community Health Center
- Fenway Community Health Center
- Justice Resource Institute
- Montachusett Opportunity Council, Inc.
- Southern New Hampshire HIV/AIDS Task Force
- Victory Programs, Inc.
- Whittier Street Health Center

MAI Psychosocial Support
- Codman Square Health Center / Dorchester House Health / Mattapan Community Health Center
- East Boston Neighborhood Health Center
- Multicultural AIDS Coalition, Inc.
Funded Programs by Location

MASSACHUSETTS

Boston (Suffolk County)
- Boston Children’s Hospital
- Boston Health Care for the Homeless Program
- Boston Medical Center Corp.
- BPHC Ryan White Dental Program
- BPHC Training & Capacity-Building Program
- Community Research Initiative of New England
- Community Servings, Inc.
- Fenway Community Health Center
- Massachusetts General Hospital - Boston
- Multicultural AIDS Coalition, Inc.
- Victory Programs, Inc.

Dorchester (Suffolk County)
- Codman Square Health Center
- Harbor Health Services, Inc.
- Upham's Corner Health Center

East Boston (Suffolk County)
- East Boston Neighborhood Health Center

Jamaica Plain (Suffolk County)
- Community Servings, Inc.

Roxbury (Suffolk County)
- Casa Esperanza, Inc.
- Catholic Charitable Bureau of Archdiocese of Boston
- Dimock Community Health Center
- Justice Resource Institute
- Whittier Street Health Center

Surrounding Neighborhoods:

Cambridge (Middlesex County)
- Cambridge Health Alliance
- Massachusetts Alliance of Portuguese Speakers

Chelsea (Suffolk County)
- Massachusetts General Hospital - Chelsea

Framingham (Middlesex County)
- Justice Resource Institute

Fitchburg (Worcester County)
- Montachusett Opportunity Council, Inc.

Lawrence (Essex County)
- Greater Lawrence Family Health Center

Lynn (Essex County)
- Lynn Community Health Center

Plymouth (Plymouth County)
- Beth Israel Deaconess Hospital - Plymouth

Quincy (Norfolk County)
- Father Bill's & MainSpring

Worcester (Worcester County)
- AIDS Project Worcester
- Edward M. Kennedy Community Health Center
NEW HAMPSHIRE

Concord
New Hampshire Department of Health and Human Services

Nashua (Hillsborough County)
Southern New Hampshire HIV/AIDS Task Force

Portsmouth (Rockingham County)
AIDS Response Seacoast

Manchester (Hillsborough County)
Merrimack Valley Assistance Program
<table>
<thead>
<tr>
<th>Service Description of Part A Funded Providers</th>
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**AIDS Project Worcester**
85 Green Street, Worcester, MA 01604

*Michelle Smith, Executive Director*

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td><strong>Emergency Financial Assistance</strong></td>
<td>$5,500</td>
</tr>
<tr>
<td>This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.</td>
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</tr>
<tr>
<td><strong>Food Bank/Home-Delivered Meals</strong></td>
<td>$127,455</td>
</tr>
<tr>
<td>This program is funded to provide food services and meals to PLWH in Central Massachusetts. Services include food bank packages, hot meals, and nutritional counseling.</td>
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<tr>
<td><strong>Health Education and Risk Reduction</strong></td>
<td>$42,596</td>
</tr>
<tr>
<td>This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.</td>
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<tr>
<td><strong>Medical Transportation</strong></td>
<td>$72,508</td>
</tr>
<tr>
<td>This program is funded to provide transportation services to PLWH in Worcester County. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.</td>
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<tr>
<td><strong>Case Management, Non-Medical</strong></td>
<td>$112,889</td>
</tr>
<tr>
<td>This program is funded to provide Non-Medical Case Management to PLWH in need of assistance with linkage to care and supported referrals to medical and social service agencies. Non-Medical Case Managers assist clients in accessing services for housing stabilization services, benefits and health insurance coverage, immigration and legal issues, substance abuse and mental health treatment, medical care, medication adherence, and psychosocial support, as well as other services that address unmet needs.</td>
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<tr>
<td><strong>Psychosocial Support</strong></td>
<td>$202,756</td>
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<tr>
<td>This program is funded to provide individual and group level psychosocial support in a community setting. Facilitators at this agency lead groups for Latinos, as well as Men’s groups and Women’s groups. Topics and themes for group and individual sessions include coping with grief, stigma, and receiving a new HIV diagnosis.</td>
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**Beth Israel Deaconess Hospital - Plymouth**
275 Sandwich St., Plymouth, MA 02360

*Kevin Coughlin, President*

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td><strong>Case Management, Medical</strong></td>
<td>$125,766</td>
</tr>
<tr>
<td>This program is funded to provide non-medical case management services to PLWH in the Plymouth area at Beth Israel Deaconess Hospital-Plymouth AIDS Comprehensive Care, Education and Support</td>
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</tbody>
</table>
Services (ACCESS) Program. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals, as well as access to transportation for primary medical care and health-related support services. Services are provided in various settings such as offices and PLWH’s homes.

**Medical Transportation**

$4,125

This program is funded for transportation assistance to PLWH in the Plymouth area at Beth Israel Deaconess Hospital-Plymouth AIDS Comprehensive Care, Education and Support Services (ACCESS) Program. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Boston Children’s Hospital**

300 Longwood Avenue, Boston, MA 02115

*Susan Fitzgerald, Program Director of Boston HAPPENS*

**Medical Nutrition Therapy**

$35,161

The Boston HAPPENS Medical Nutrition Therapy program at Boston Children’s Hospital is funded to provide comprehensive medical nutrition therapy services to youth and young adults living with HIV (YLH) and residing within the Boston Eligible Metropolitan Area. Clients receive support in incorporating healthful nutrition-based strategies through nutritional needs assessments, individual and group counseling sessions, and mentored grocery shopping experiences.

**Health Education and Risk Reduction**

$71,820

This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.

**Boston Health Care for the Homeless Program**

780 Albany Street, Boston, MA 02118

*Barry Bock, Executive Director*

**Case Management, Medical**

$324,688

This program is funded to provide clinic-based medical case management services to homeless PLWH in the Greater Boston area. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals. This program also provides medical case management services at Boston Health Care for the Homeless outreach sites such as shelters and residential programs.

**Medical Transportation**

$6,996

This program is funded to provide transportation assistance services to homeless PLWH in the Greater Boston area. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.
Boston Medical Center Corporation

Case Management, Medical
$224,762
This program is funded to provide clinic-based medical case management services to adolescent clients in the Greater Boston area. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals.

Medical Transportation
$2,530
This program is funded to provide transportation assistance services to adolescent clients in the Greater Boston area. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.

Boston Public Health Commission (BPHC)

MCM Training and Capacity Building Program
$225,000
This program is funded to provide training & capacity building assistance services to providers funded for Medical Case Management located in the Boston EMA. Services can be provided in a range of modalities, including but not limited to, classroom training, webinars, individualized agency technical assistance, the development and dissemination of resource materials, and through smaller regional provider meetings.

Oral Health Care
$1,386,599
This program is funded to assist PLWH in the Boston EMA in accessing dental care and to reimburse participating dental providers for care delivered. In addition, the program recruits and enrolls dentists to participate in the program, and educates providers and PLWH on issues relevant to HIV and oral health.

Cambridge Health Alliance

Case Management, Medical
$352,516
This program is funded to provide clinic-based medical case management services to PLWH in the Greater Cambridge area. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals.
referrals. Services are provided in various settings such as the Zinberg Clinic in Cambridge and Somerville Hospital's Primary Care clinic and PLWH's homes.

**Casa Esperanza, Inc.**

245 Eustis Street, Roxbury, MA 02119  
*Diliana DeJesus, Director of Planning and Development*

**Health Education and Risk Reduction**  
$34,884  
This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.

**Medical Transportation**  
$3,777  
This program is funded to provide transportation assistance services to homeless PLWH in the Greater Boston area and Merrimack Valley. Services are provided in the form of taxi rides, public transportation, and rides with Non-Medical Case Managers in agency vehicles to enable access to HIV primary medical care and health-related support services.

**Case Management, Non-Medical**  
$66,166  
This program is funded to provide community based non-medical case management services through the Tu Bienestar program. The program primarily serves Latino women and men with behavioral health disorders living with HIV/AIDS in Roxbury. Providers can make internal referrals to a range of medical and behavioral health services offered at Casa Esperanza.

**Catholic Charitable Bureau of the Archdiocese of Boston**  
185 Columbia Road, Boston, MA 02121  
P: 617-541-0100  •  F: 617-541-8781  •  W: www.ccab.org  
*Deborah Kincade Rambo, President*

**Emergency Financial Assistance**  
$14,850  
This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Case Management, Non-Medical**  
$53,599  
This program is funded to provide social services coordination, behavioral health and substance use support, housing search assistance and advocacy, and benefits counseling to PLWH in the Greater Boston area.

**Codman Square Health Center**  
637 Washington St Dorchester, MA 02124  
P: 617-825-9660  •  W: http://www.codman.org/  
*Sandra Cotterell, CEO*

**Case Management, Medical**  
$427,780  
This program is funded to provide community-based medical case management services to PLWH
through services at Codman Square Health Center (CSHC) and DotHouse Health (DHH). Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals.

**Medical Transportation**

This program is funded to provide transportation assistance services to PLWH in Dorchester and South Boston. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services. **$3,293**

**Psychosocial Support — MAI**

This program is funded to provide individual and group support and counseling services to assist PLWH who identify as Black/African-American, Afro-Caribbean, and Hispanic/Latinx in addressing behavioral and physical health concerns. This includes bereavement counseling, child care issues, HIV support groups, nutritional counseling, and pastoral counseling. This program primarily serves PLWH from Dorchester, Mattapan, and Randolph. **$45,930**

**Community Research Initiative of New England**

529 Main Street, Boston, MA 02129
Craig Wells, Deputy Executive Director

**AIDS Drug Assistance Program (ADAP)**

This program is funded to provide drug assistance to eligible PLWHA from the seven Massachusetts counties within the Boston EMA. **$47,388**

**Community Servings, Inc.**

179 Amory Street, Jamaica Plain, MA 02130
David Waters, CEO

**Medical Nutrition Therapy**

This program is funded to provide comprehensive medical nutrition therapy services through homedelivered meals, nutritional therapy, nutritional supplements and nutrition care packages to PLWH residing in 18 cities and towns in Massachusetts, including Boston, Braintree, Brockton, Cambridge, Chelsea, Everett, Lawrence, Lowell, Lynn, Medford, Malden, Quincy, Randolph, Revere, Somerville, Winthrop, Weymouth and Worcester. **$1,023,723**

**Dimock Community Health Center**

55 Dimock Street, Roxbury, MA 02119
P: 617-442-8800  •  F: 617-442-1702  •  W: www.dimock.org
Myechia Minter-Jordan, President & CEO

**Case Management, Medical**

This program is funded to provide bilingual and bicultural clinic-based medical case management services to PLWH in the Dorchester/Roxbury neighborhoods. The program mirrors a Patient-Centered Medical Home Model, and also engages high risk minorities in the above mentioned communities. Services include linking and retaining PLWH in healthcare and psychosocial services. **$406,838**
through information, comprehensive assessment, treatment adherence and supportive referrals, as well as access to transportation for primary medical care and health-related support services. The program also provides services integrated into substance abuse treatment. Services are provided in various settings such as offices and PLWH’s homes.

**Medical Transportation**  
$4,950  
This program is funded to provide transportation assistance services to primarily minority, African American and Latino impoverished families and individuals in the Dorchester/Roxbury neighborhoods. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Psychosocial Support**  
$101,503  
This program is funded to provide bilingual and bicultural individual and group level peer support and assistance in obtaining the range of services and entitlements that will meet the needs of PLWH minorities in the Dorchester/Roxbury neighborhoods.

**East Boston Neighborhood Health Center**  
10 Gove Street and 20 Maverick Square, East Boston, MA 02128  
Manuel Lopes, President & CEO

**Case Management, Medical — MAI**  
$161,852  
This program is funded to provide clinic-based bilingual and bicultural medical case management services to PLWH in the East Boston, Chelsea, Revere and Winthrop areas. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals, as well as access to transportation for primary medical care and health-related support services. Services are provided in various settings such as offices and PLWH’s homes.

**Psychosocial Support — MAI**  
$25,231  
This program is funded to provide individual and group level peer support to PLWH. The sessions focus on obstacles like stigma, behavioral health, and coping with an HIV diagnosis. The sessions are delivered by bilingual providers in English and Spanish.

**Edward M. Kennedy Community Health Center**  
650 Lincoln Street, Worcester, MA 01605  
Stephen Kerrigan, President & CEO

**Case Management, Medical**  
$137,311  
This program is funded to provide clinic-based medical case management services to PLWH in Worcester County. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals, as well as access to transportation for primary medical care and health-related support services. Services are provided in various settings such as offices and PLWH’s homes.

**Medical Transportation**  
$3,950  
This program is funded to provide transportation assistance services to PLWH in Worcester County.
Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Father Bill's & Mainspring**

430 Belmont Street, Brockton, MA 02301  
P: 508-427-6448 • F: 508-427-6943 • W: www.fatherbillsmainspring.org  
*John Yazwinski, President & CEO*

**Housing**  
$251,154

This program is funded to provide housing search and advocacy through Father Bill’s and Mainspring housing program to PLWH living primarily in Quincy and surrounding towns on the South Shore. These services assist in securing temporary and/or permanent housing for clients and in providing them with necessary support services to make the transition into stable housing. Housing advocates continue to work with clients after placement to ensure sustainable, long term housing.

**Fenway Community Health Center**

1340 Boylston Street, Boston, MA 02215  
*Jane Powers, Acting CEO*

**Emergency Financial Assistance**  
$29,128

This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Housing**  
$320,810

This program is funded to provide both housing search and advocacy services and housing assistance services to PLWH in the Greater Boston Metropolitan area. Housing services at Fenway Health exist within a housing first model that acknowledges that PLWH must have stable housing in order to achieve positive health outcomes and viral suppression.

**Case Management, Medical**  
$295,277

This program is funded to provide clinic-based medical case management services to PLWH in the Greater Boston Metro area. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals. The program has Medical Case Managers who specialize in meeting clients in the community to reduce barriers to care. They provide intensive support around treatment adherence and continuity of medical care. Services are provided at the Boylston Street and Berkeley Street Health Center sites, as well as PLWH's homes.

**Medical Transportation**  
$11,377

This program is funded to provide transportation assistance services to PLWH in the Greater Boston Metropolitan area. Services are provided in the form of rideshare rides through *Circulation*, a HIPPA-compliant, insured ride service and public transportation to enable access to HIV primary medical care and health-related support services.

**Psychosocial Support**  
$68,814

This program is funded to provide weekly HIV support groups to PLWH residing throughout the
Greater Boston Metropolitan area. Support groups are facilitated by Fenway Community Health Center's case management staff using Fenway Health's Patient-Centered Medical Home model of care.

**Greater Lawrence Family Health Center**

34 Haverhill Street, Lawrence, MA 01841
150 Park St., Lawrence, MA 01841
700 Essex St., Lawrence, MA 01841
73D Winthrop Ave., Lawrence, MA 01841
1 General St., 4th Floor, Lawrence, MA 01741

P: 978-685-7663  •  W: www.glfhc.org

John Silva, President & Chief Medical Officer

**Emergency Financial Assistance**

$29,935

This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Case Management, Medical**

$638,857

This program is funded to provide clinic and community based medical case management services to PLWH in the Greater Lawrence and Greater Haverhill areas. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals. The program engages high risk minorities, including a large homeless population and undocumented Latino population. Services are provided in various settings such as offices and PLWH's homes.

**Medical Transportation**

$35,420

This program is funded to provide transportation services to PLWH in Greater Lawrence and the surrounding areas. Services are provided in the form of taxi and van rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Harbor Health Services, Inc.**

398 Neponset Avenue, Dorchester, MA 02122

P: 617-282-3200  •  F: 617-533-2301  •  W: www.hhsi.us

Susan B. Lit, Chief Performance and Strategy Officer

**Housing**

$180,617

This program is funded to provide housing assistance to PLWHA in the Greater Boston area. Services include financial assistance for short-term or emergency assistance to support temporary and/or transitional housing. Clients who access this service demonstrate that housing is directly related to their health and maintenance of medical care.

**Case Management, Medical**

$308,840

This program is funded to provide clinic-based medical case management services to PLWA in the Greater Boston area. Services include linking PLWHA to and retaining PLWHA in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence, and supportive referrals. Services are provided in various settings such as the Neponset Health Center and Geiger Gibson Community Health Center, as well as PLWHA's homes.
**Justice Resource Institute**  
75 Amory Street, Rear Entrance, Boston MA 02119  

*John Gatto, Executive Director, JRI Health*

**Housing**
$268,898  
This program is funded to provide housing assistance and housing search and advocacy to homeless PLWHA in the Greater Boston and Metro-West area. Services enable clients to obtain and/or maintain stable, permanent housing through the provision of short-term, individualized housing support services, as well as improve client’s clinical health outcomes through the achievement of stable housing.

**Medical Transportation**
$5,470  
This program is funded to provide transportation assistance to PLWHA in the Greater Boston and Metro-West area. Services are provided in the form of taxi and van rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Psychosocial Support**
$298,972  
This program is funded to provide individual and group level peer support to PLWHA in the Greater Boston and Metro West areas. Facilitators of the individual and group support sessions are people who are living with HIV or who have been affected by HIV, substance use, homelessness, and poverty. The topics discussed in these sessions help clients cope with the myriad of emotions associated with thriving with HIV.

**Psychosocial Support (Training)**
$47,012  
This program is funded to provide training and technical assistance to Peer Leaders who intend to work or are currently employed in HIV peer support programs in community-based and health care organizations across the Boston EMA. Training is offered on three different levels as well as a full-day Support Group Facilitation.

**Lynn Community Health Center**  
269 Union Street, Lynn, MA 01901  
P: 781-581-3900 • F: 781-596-3966 • W: www.lech.net.org

*Kiame Mahaniah, Executive Director*

**Case Management, Medical**
$340,872  
This program is funded to provide clinic-based medical case management services to PLWH in Lynn and the surrounding areas. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals. Services are provided in various settings such as offices and PLWH’s homes.

**Medical Transportation**
$30,855  
This program is funded to provide transportation services to PLWH in the Greater Lynn area. Services are provided in the form of taxi rides to enable access to HIV primary medical care and health-related support services.
### Massachusetts Alliance of Portuguese Speakers

1046 Cambridge Street, Cambridge, MA 02139  
Paulo Pinto, Executive Director

**Emergency Financial Assistance**  
$14,213  
This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Health Education and Risk Reduction**  
$22,087  
This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.

**Case Management, Non-Medical — MAI**  
$155,219  
This program is funded to provide bilingual and bicultural community-based case management services to PLWH, especially Portuguese and Cape Verdean Creole-speaking PLWH in Greater Boston and the surrounding areas. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals. Services are provided in various settings such as offices and PLWH's homes.

### Merrimack Valley Assistance Program

8 Wall Street, Concord, NH 03301-3740  
P: 603-226-0607 • F: 603-226-9117 • W: www.mvap.org  
Lauren Collins-Wilson, Executive Director

**Case Management, Non-Medical**  
$155,690  
This program is funded to provide bilingual and bicultural community-based case management services to PLWH in the Northern Hillsborough and Western Rockingham Counties of NH. Non-Medical Case Managers assist clients to access support services in the community that enhance their quality of life and contribute to positive health outcomes. This includes supported referrals to food resources, public benefits, and housing services. Services are provided in various settings such as offices and PLWH's homes.

### Massachusetts General Hospital (MGH) - Boston

ZPAR Program  
MGH Infectious Disease Unit  
55 Fruit St, Boston, MA 02114  
P: 617-726-3812 • F: 617-726-7416 • W: www.massgeneral.org  
Rochelle Walensky, Chief

**Case Management, Medical**  
$224,376  
The ZPAR (Z patient at risk) program at MGH Boston provides intensive Medical Case Management to PLWH with identified housing, substance use, and medical adherence needs. Patients in this program are recently diagnosed with HIV or transitioning to the community from an outpatient setting. Medical Case Managers in this program assist patients to navigate from the Emergency
Room, to an inpatient setting, and back into the community with the resources they need to achieve positive health outcomes.

**Medical Transportation**

$4,323

The ZPAR medical transportation program is funded to provide transportation services to PLWH in the Greater Boston area. Services are provided in the form of public transit and rideshare rides to enable access to HIV primary medical care and health-related support services.

**Massachusetts General Hospital - Chelsea**

151 Everett Avenue, Chelsea, MA 02150


Anne-Marie Duffy-Keane, Interim Executive Director

**Case Management, Medical**

$222,915

This program is funded to provide clinic-based medical case management services to PLWH in Chelsea and its surrounding communities. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals. Services are provided in various settings such as offices and PLWH's homes.

**Medical Transportation**

$2,750

The MGH Chelsea medical transportation program is funded to provide transportation services to PLWH in the Chelsea and surrounding communities. Services are provided in the form of public transit and rideshare rides to enable access to HIV primary medical care and health-related support services.

**Montachusett Opportunity Council, Inc.**

356 Broad Street, 4th Floor, Fitchburg, MA 01420

P: 978-345-7040 • W: www.moc.inc.org

Kevin Reed, Executive Director

**Emergency Financial Assistance**

$22,000

This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Food Bank/Home-Delivered Meals**

$96,537

Nutrition Assessments and Nutrition counseling with a RD trained in HIV and Nutrition. Provide nutrition education groups and group nutrition assessments. Food packages include a Goya Spanish Food selection upon request.

**Health Education and Risk Reduction**

$54,352

This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.

**Medical Transportation**

$20,570

This program is funded to provide transportation services to PLWH in Northern Worcester County. Services are provided in the form of taxi rides and public transportation to enable access to HIV
primary medical care and health-related support services.

**Case Management, Non-Medical** $278,728
This program is funded to provide bilingual and bicultural community-based case management services to PLWH in Northern Worcester County. Services include facilitating access to social support programs that can meet clients’ needs. Non-Medical Case Managers also conduct comprehensive assessments, individual service plans, and make supportive referrals. Services are provided in various settings such as offices and PLWH’s homes.

**Psychosocial Support** $55,434
This program is funded to provide individual and group level peer support for PLWH to cope with the myriad of emotional challenges associated with an HIV diagnosis. Advocates counsel PLWH to manage grief, stigma, and behavior change. Advocates also work closely with Non-Medical Case Managers and participate in goal setting activities with clients.

**Multicultural AIDS Coalition, Inc.**
Multicultural AIDS Coalition, Inc. 566 Columbus Avenue, Boston, MA 02118
Gary K. Daffin, Executive Director

**Emergency Financial Assistance** $6,000
This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Health Education and Risk Reduction** $38,452
This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.

**Medical Transportation** $3,000
This program is funded to provide transportation assistance to PLWHA in the Jamaican Plain and Greater Boston areas. Services are provided in the form of taxi and van rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Case Management, Non-Medical** $161,895
This program is funded to provide PLWH in the Greater Boston area who have been identified by Peer Advocates as having significant barriers to accessing care and other services. The program provides guidance and assistance in coordinating access to essential services, behavioral health and substance use services, benefits counseling, and housing search and advocacy.

**Psychosocial Support — MAI** $89,218
This program is funded to provide individual and group level peer support for PLWH to cope with the myriad of emotional challenges associated with an HIV diagnosis. Advocates counsel PLWH to manage grief, stigma, and behavior change. The program provides culturally competent services for target groups affected by HIV, including MSM of color and Latina women.
New Hampshire Department of Health and Human Services
29 Hazen Drive, Concord, NH 03301
P: 603-271-4502  •  F: 603-271-4934  •  W: www.dhhs.state.nh.us/dphs/bchs/std/care.htm
Elizabeth Daly, Bureau Chief

AIDS Drug Assistance Program (ADAP/HDAP)  
$103,658
This program is funded to provide medications to PLWH in the New Hampshire counties of the EMA. All drugs listed on the New Hampshire ADAP formulary shall be provided to clients.

Southern New Hampshire HIV/AIDS Task Force
75-77 Northeastern Boulevard, Nashua, NH 03062
P: 603-882-3616-8464  •  F: 603-595-1480  •  W: www.aidstaskforcenh.org
Peter Kelleher, President & CEO

AIDS Response Seacoast
7 Junkins Avenue, Portsmouth, NH 03801
P: 603-433-5377  •  F: 603-278-7993  •  W: www.aidsresponse.org
Richard Wagner, Executive Director

Case Management, Medical (AIDS Response Seacoast)  
$129,574
This program is funded to provide community-based medical case management services to PLWH in the Portsmouth, New Hampshire area, as well as clients from Rockingham and Strafford Counties. Services include assessing clients’ needs and making appropriate referrals to collateral supports to ensure adequate medical care, nursing, home health care, hospice, personal care, housing, legal services, and access to coordinated substance abuse treatment and/or mental health provider.

Case Management, Medical (South New Hampshire Task Force)  
$214,353
This program is funded to provide community-based medical case management to PLWH in Hillsborough, Strafford, and Rockingham Counties of NH. Services include linking eligible clients to necessary services, with a particular focus on HIV medical care and connection to health insurance or payment source for treatment.

Psychosocial Support (South New Hampshire Task Force)  
$72,788
This program is funded to provide PLWH in the Hillsborough, Rockingham, and Strafford counties with support treatment adherence and reduce viral loads among new and existing clients.

Upham’s Corner Health Center
500 Columbia Road, Dorchester, MA 02125
P: 617-287-8000  •  F: 617-929-9062
W: www.uphamscarnerhealthcenter.org
Jagdeep Trivedi, Chief Executive Operator


**Emergency Financial Assistance**  
$5,500  
This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Case Management, Medical — MAI**  
$233,284  
This program is funded to provide clinic-based Medical Case Management services to PLWH in Dorchester’s Upham’s Corner neighborhood. Providers assist eligible clients with treatment adherence, navigating medical care, and referrals to behavioral health and substance user services. The program provides culturally competent services to a large Cape Verdean population.

**Victory Programs, Inc.**  
965 Massachusetts Avenue, Boston, MA 02118  
P: 617-541-0222 • F: 617-541-0094  
Boston Living Center, 29 Stanhope Street, Boston MA 02116  
P: 617-236-1012 • F: 617-236-0334 • W: www.vpi.org  
Sarah Porter, Interim CEO

**Food Bank/Home-Delivered Meals**  
$453,380  
This program is funded to provide hot meals and nutritional counseling to PLWH in the greater Boston area at the Boston Living Center site.

**Health Education and Risk Reduction**  
$99,692  
This program is funded to provide education on various topics related to reducing the risk of transmission, as well as to identify resources in the community that complement and support risk reduction.

**Housing**  
$188,481  
This program is funded to assist PLWH in the Boston Eligible Metropolitan Area in accessing and maintaining stable housing including assistance in completing housing applications, connecting individuals to rental assistance, legal aid and landlord mediation, improving housing safety and security, and facilitating referrals for support services aimed at keeping people housed (e.g. home health aides, visiting nurse services, cleaning services).

**Medical Transportation**  
$24,365  
This program is funded to provide transportation services to PLWH in the Boston Eligible Metropolitan Area. Services are provided in the form of taxi rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Case Management, Non-Medical**  
$119,140  
This program is funded to provide guidance and assistance to PLWH in the Boston Eligible Metropolitan Area in accessing medical, social, community, legal, financial and other services. Case Managers work with clients to coordinate non-medical care through in-person meetings and needs assessments.
**Psychosocial Support**

This program is funded to provide PLWH in the Eligible Metropolitan Area with individual and group counseling to address behavioral and physical health concerns; specifically, to promote healthy behavior change, facilitate access to needed services as appropriate, and to provide social support to reduce isolation and combat stigma.

**Substance Abuse, Residential**

This program is funded to provide bed days for PLWH at various recovery homes, short-term intensive treatment programs, and residential service sites. Services include substance abuse, counseling, specialized treatment and aftercare planning. Services are provided by a physician or under the supervision of a physician or by other qualified personnel.

**Whittier Street Health Center**

1290 Tremont Street, Roxbury, MA 02120
Frederica M. Williams, CEO

**Emergency Financial Assistance**

This program is funded to provide limited one-time or short-term payments to assist Ryan White Part A clients with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food, transportation, and medication.

**Case Management, Medical — MAI**

This program is funded to provide bilingual and bicultural clinic-based medical case management services to PLWH in the Greater Boston area. Services include linking and retaining PLWH in healthcare and psychosocial services through information, comprehensive assessment, treatment adherence and supportive referrals, as well as access to transportation for primary medical care and health-related support services. Services are provided in various settings such as offices and PLWH's homes.

**Medical Transportation**

This program is funded to provide transportation assistance to PLWHA in the Greater Boston area, primarily minorities in Dorchester and Roxbury. Services are provided in the form of taxi and van rides and public transportation to enable access to HIV primary medical care and health-related support services.

**Psychosocial Support**

This program is funded to provide individual and group level peer support, peer networking sessions, and assistance in obtaining the range of services and entitlements that will meet the needs of PLWH, primarily minorities in Dorchester and Roxbury.
# Staff Contact List

<table>
<thead>
<tr>
<th><strong>Bureau Director</strong></th>
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<tbody>
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<th><strong>Administrative</strong></th>
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