

Performance Measure Outcomes by Program and Service Category:
2024 Quarterly and Annual Outcomes

Performance Measure Outcomes by Program – Across all Service Providers RWHAP Part B and Program Income Funding Sources: 2024 Quarterly and Annual Outcomes									
Program	Performance Measure		Enrolled at any point and received a service						
			Q1	Q2	Q3	Q4	CY 2024 Total		
CAREAssist (CA)	Total # enrolled		3422	3277	3175	3193	3694	Goal	
	Viral Suppression	N	2827	2778	2708	2641	3005	90%	
		D	2934	2881	2812	2706	3113		
		%	96%	96%	96%	98%	97%		
	Viral Suppression - CoC	N	779	767	736	717	717		90%
		D	812	798	767	737	737		
		%	96%	96%	96%	97%	97%		
	In Care / Retained in Care	N	3011	2955	2918	3146	3342	90%	
		D	3341	3277	3175	3193	3694		
		%	90%	90%	92%	99%	90%		
	In Care / Retained in Care - CoC	N	830	817	791	795	795		90%
		D	918	904	861	870	870		
		%	90%	90%	92%	91%	91%		
	Application Determination (within 14 days)	N	62	60	65	58	229	95%	
		D	66	70	75	64	273		
		%	94%	86%	87%	91%	84%		
	Application Determination (within 14 days) - CoC	N	26	25	26	27	97		95%
		D	27	28	27	28	110		
		%	96%	89%	96%	96%	88%		
	Eligibility Recertification (2 times a year)	N	3386	3380	3309	3214	3214	95%	
		D	3422	3394	3269	3694	3694		
		%	99%	100%	101%	87%	87%		
	Eligibility Recertification (2 times a year) - CoC	N	928	934	914	878	878		95%
		D	1037	1049	1048	1046	1046		
		%	89%	89%	87%	84%	84%		
HIV Community Services Case Management	Total # served		1266	1269	1253	1275	1472	Goal	
	Viral Suppression	N	999	996	947	987	1097	90%	
		D	1075	1080	1023	1057	1182		
		%	93%	92%	93%	93%	93%		
	Viral Suppression- CoC	N	320	318	295	331	355		90%
		D	352	347	317	354	384		
		%	91%	92%	93%	94%	92%		
	In Care / Retained in Care	N	1091	1102	1044	1085	1214	90%	
		D	1266	1272	1258	1296	1497		
		%	86%	87%	83%	84%	81%		
	In Care / Retained in Care - CoC	N	355	353	324	359	390		90%
		D	401	401	402	433	486		
		%	89%	88%	81%	83%	80%		
	MCM Care Plan	N	408	386	400	424	418	90%	
		D	513	513	501	515	552		
		%	80%	75%	80%	82%	76%		
	MCM Care Plan - CoC	N	137	138	137	192	148		90%
		D	168	169	161	204	179		
		%	82%	82%	85%	94%	83%		
	Stable Housing	N	1112	990	996	1155	1309	90%	
		D	1266	1272	1258	1296	1497		
		%	88%	78%	79%	89%	87%		
	Stable Housing - CoC	N	319	318	321	383	419		90%
		D	401	401	402	433	486		
		%	80%	79%	80%	89%	86%		
Notes: Data Analyst analyzed data for Application Determination and Eligibility Recertification Performance Measures per ADOS Task 131880. Data Analyst has received approval from CAREAssist program to continue using these data for Performance Measures analysis.									
Application Determination protocol changed as of 7/1/23, where clients with VA or OHP only needed one recertification annually instead of two.									
CAREAssist annual data (total clients, viral suppression and retained in care) pulled from submitted ADR data. CAREAssist quarterly data pulled from Dung Beetle reports.									

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Performance Measure Outcomes Analysis

In 2024, the HIV Care and Treatment program analyzed four performance measures for the CAREAssist (ADAP) and Community Services (Part B) programs by quarter and annually. Outcomes in red indicate the overall goal was not met in the period.

Historically, the stable housing performance measure has never been met due to the difficult housing market and houselessness issues, therefore the Quality Management Committee (QMC) decided to reduce the goal to 85% beginning in 2025.

Client and staff turnover are contributing factors in the Care Plan performance measure struggling to meet the goal.

The following performance measures outcomes were compared between the total program populations and those of communities of color (CoC):

- CAREAssist performance measures had similar results between the total population and CoC:
 - CAREAssist clients from CoC have slightly higher outcomes in application determination and slightly lower outcomes in eligibility recertification.
- Community Services program performance measures were very similar between the overall population and clients from CoC outcomes:
 - Clients from CoC results were slightly higher for the Medical Case Management (MCM) Care Plan performance measure.

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Performance Measure (PM) Outcomes by Service Category– Across all Service Providers 2024 Quarterly and Annual Outcomes															
HRSA Service Category ¹ requiring a PM based on Client Threshold			Service Category Utilization					Performance Measure (PM) Outcomes by Service Category Utilization							
			Q1	Q2	Q3	Q4	CY 2024 Total	Chosen PM		Q1	Q2	Q3	Q4	CY 2024 Total	Goal
1a.	ADAP: One Pharmacy dispensing payment for medication (insured)	N	1371	1141	867	772	1528	Viral Suppression	N	1232	409	293	258	1262	90%
		D	3422	3394	3269	3193	3694		D	1257	425	302	264	1291	
		%	40%	34%	27%	24%	41%		%	98%	96%	97%	98%	98%	
1b.	ADAP: One Full cost payment for CA-funded medication (uninsured)	N	288	300	325	331	606	Viral Suppression	N	261	119	124	115	506	90%
		D	3422	3394	3269	3193	3694		D	266	127	130	121	519	
		%	8%	9%	10%	10%	16%		%	98%	94%	95%	95%	97%	
2.	Case Management (non-medical)	N	1201	1188	1169	1219	1463	Viral Suppression	N	947	930	878	948	1085	90%
		D	1266	1269	1253	1275	1472		D	1022	1010	954	1015	1167	
									%	93%	92%	92%	93%	93%	
		%	95%	94%	93%	96%	99%	Stable Housing	N	1036	933	954	1101	1298	90%
									D	1201	1189	1170	1235	1483	
									%	86%	79%	82%	89%	88%	
3.	Medical Case Management	N	641	674	709	686	1226	MCM Care Plan	N	306	303	351	334	418	90%
		D	1266	1269	1253	1275	1472		D	383	395	425	388	531	
									%	80%	77%	83%	86%	79%	
		%	51%	53%	57%	54%	83%	In Care / Retained in Care	N	524	560	554	543	995	90%
									D	639	674	710	696	1245	
									%	82%	83%	78%	78%	80%	
4.	Emergency Financial Assistance	N	72	50	88	61	215	Viral Suppression	N	51	37	66	45	157	90%
		D	1266	1269	1253	1275	1472		D	60	45	78	49	176	
		%	6%	4%	7%	5%	15%		%	85%	82%	85%	92%	89%	
5.	Food Banks / Home Delivered Meals	N	505	565	552	565	800	Viral Suppression	N	396	444	420	439	608	90%
		D	1266	1269	1253	1275	1472		D	434	486	461	481	669	
									%	91%	91%	91%	91%	91%	
		%	40%	45%	44%	44%	54%	In Care / Retained in Care	N	440	496	471	497	687	90%
									D	505	565	552	580	817	
									%	87%	88%	85%	86%	84%	
6.	Housing	N	122	118	136	134	242	Stable Housing	N	97	93	108	114	205	90%
		D	1266	1269	1253	1275	1472		D	122	118	136	136	543	
		%	10%	9%	11%	11%	16%		%	80%	79%	79%	84%	84%	
7.	Medical Transportation	N	149	162	159	155	316	In Care / Retained in Care	N	121	146	142	129	276	90%
		D	1266	1269	1253	1275	1472		D	141	162	159	157	322	
		%	12%	13%	13%	12%	21%		%	86%	90%	89%	82%	86%	
Note: CAREAssist Performance Measures in lines 1a and 1b are preliminary analysis and are currently only capturing labs that occurred within the quarter of interest, instead of the labs that occurred within the past year. The Data Analyst is working to correct this report, and it is expected that this data will be corrected before annual analysis occurs. Once the data report is corrected, the data above will be updated. CAREAssist annual data in lines 1a and 1b analyzed using Ramsell custom report and matching to ADR lab data.															
Performance Measure Numerator and Denominator definitions															
Viral Suppression		Numerator: # of clients with a HIV viral load < 200 copies/mL at last viral load test in CY.													
		Denominator: # of clients with at least one viral load test in the CY.													
In Care/ Retained in Care		Numerator: # of clients who had a at least one CD4 or VL lab test in CAREWare in CY.													
		Denominator: # of clients who received at least one unit of service in CY.													
Stable Housing		Numerator: # of clients whose last CW housing status in the reporting period was stable/permanent in CY.													
		Denominator: # of clients who received a service in CY.													
MCM Care Plan		Numerator: # of clients with at least one of the following service entries in CW this reporting period: Regional=RN Care Plan County=RCP-RN Care Plan													
		Denominator: # of clients who received a Medical Case Management service this reporting period and the client’s most recent Acuity was one of the following: Regional=Acuity RN 3 or RN 4 County=Acuity 1-4													