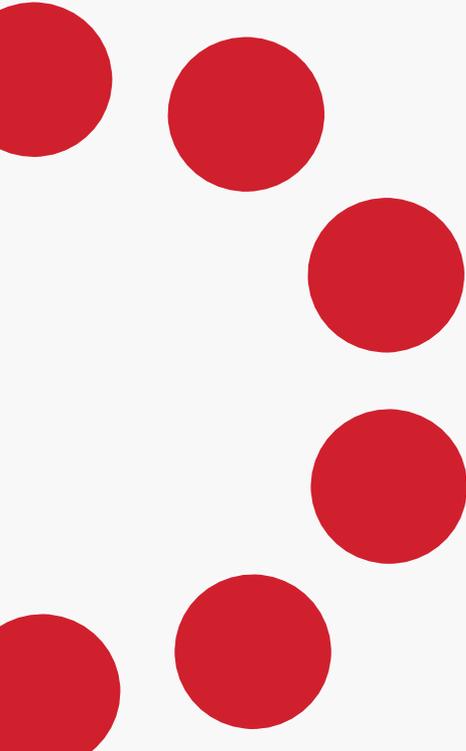


food & nutrition  
care coordination  
mental health  
housing

Delivering social services to  
people affected by HIV/AIDS.



tulsacares  
client manual



A circle of support  
for those affected  
by HIV/AIDS.

# things and names to remember



My Care Coordinator's name is:

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My Care Coordinator's phone number is:

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My Care Coordinator's email address is:

\_\_\_\_\_@tulsacares.org

My Care Coordinator's fax number is:

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I will visit my Care Coordinator at least every \_\_\_\_\_ months / weeks  
to continue service.

I will contact my Care Coordinator as soon as possible if there is a change in my health status, income or in my housing needs. I will contact my Care Coordinator with my updated Viral Load and CD4 after getting my lab results. I will contact my Care Coordinator when I change my phone number or address.



My Mental Health Therapist is:



My Housing Contact is:

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If I am receiving housing services, I will call my housing manager every month to continue receiving housing services.



If I have a change in health and need to talk about how nutrition can help, I will call the nutrition program: (918) 834-4194.



Tulsa CARES was established in 1991, after research found that there needed to be a central place where people and families affected by HIV could access services. Tulsa CARES was created to serve as a one-stop source of services for people living with HIV/AIDS who live in the 23 counties of Northeastern Oklahoma.

Nearly two decades later, Tulsa CARES remains committed to “delivering social services to people affected by HIV/AIDS.” We provide a variety of services and this manual is designed to help you to understand what is offered and whether you qualify for these services. Since we receive funding from several different sources, information about the services in this book may change unexpectedly, as funding sources change. Please talk to your care coordinator for the most up-to-date information.

We understand that you may have become aware of your diagnosis only recently, and that you may be feeling overwhelmed, angry, depressed, or a combination of different feelings. On the other hand, you may have come to us for assistance after many years of living with this disease. Whatever point you are in this journey, we are here to work with you to meet your goals. Thank you for allowing us to be a part of your care.

From all of us at Tulsa CARES, we would like to welcome you as a new client.

# basic information

## Who qualifies to be a Tulsa CARES client?

To qualify for the majority of our services, you must have a monthly gross individual/family income (before deductions) that is 400% or less of the current federal poverty guidelines (FPG), live in the 23 counties of Northeastern Oklahoma, and be diagnosed with HIV or AIDS.

If you qualify to be a Tulsa CARES client, we will work together to assess your needs and then help link you to services that meet those needs.

You may be eligible for the following services as funding and guidelines allow:

### Care Coordination Services

- Application Assistance
  - HIV Drug Assistance Program (HDAP)
  - Compassionate Care
  - HIV Home Health Program (HHHP)
- Prescription Assistance Program (PAP)
- Limited Transportation Assistance
- Interpretation and Translation Services (Spanish)

### Housing Assistance Services

- Housing Opportunities for Persons with AIDS (HOPWA)
- Rent
- Deposit Assistance
- Utility Assistance
- Mortgage

### Mental Health Services

- Individual, Group, and Family Counseling
- Substance Abuse Services
- Support group(s)
- Hypnotherapy, Therapy for trauma, and other issues

## Food+Health Program Services

- Emergency Grocery Assistance
- Medical Nutrition Therapy from a Registered Dietitian
- Nutritional Supplements (only for clients determined to be at nutritional risk)
- Lunch provided every Tuesday at Noon
- Fruit and Vegetable distribution twice monthly (Farmer's Market)
- Annual Gatherings (family and friends invited), such as annual picnic and the annual Holiday Party
- All services and food distribution are free to Tulsa CARES clients

In addition to the above nutrition services, Tulsa CARES offers monthly grocery assistance to clients who have been identified as food insecure or have health-related issues that require nutrition counseling. At times there is a waiting list for this program.

### How can I become a client?

If you think you might be interested in becoming a client at Tulsa CARES, a Care Coordinator will interview you for eligibility. In order to be provided with care coordination services, you must provide us with proof of your HIV status, proof of income, and residency verification. We also ask that you bring a copy of any insurance coverage you may have and your insurance card. You will need to complete intake paperwork such as consents and plan of action. During this visit you will also complete a psychosocial assessment with a mental health therapist. If at any time during this process we find that you are not eligible for our services, the Care Coordinator will direct you to other possible organizations that may be able to help.

# client rights and responsibilities

The care coordination program uses a strengths-based, client-centered, collaborative approach to client care. This approach builds the foundation for a healthy and productive service partnership. The role of the Care Coordinator is to support client achievement of goals, centered upon an improved quality of life and well-being, by providing a comprehensive continuum of care throughout all phases of HIV disease.

Your Care Coordinator is like a partner. He or she needs your help in order for you to get the services and care that you need and want. As a partner in this process, you have certain rights and responsibilities:

## Your rights:

- You have the right to receive all services offered by Ryan White Part B and its partners for which you are eligible regardless of age, sex, gender identity, sexual orientation, color, race, creed, national origin, ancestry, religious persuasion, marital status, political belief, physical or mental disability, pregnancy, military or veteran status, or any other thing protected by law.
- You have the right to receive services during Tulsa CARES business hours of operation. Client business hours are posted on the Tulsa CARES front door and on the Tulsa CARES website.
- You have the right to confidentiality within the limits of the law. Your file and/or information may not be given to outside parties not affiliated with Tulsa CARES without your written permission.
- You have the right to withdraw as a client of care coordination at any time. If you change your care coordination services to another provider, you may not be able to become a client at Tulsa CARES immediately if you later choose to come back to Tulsa CARES.
- You have the right to self-determination. This means you have the right to make your own decisions about your life and how you live it.
- You have the right to receive services in a safe and non-judgmental environment.

- You have the right to be treated with professionalism, respect, and courtesy within a setting that provides the highest amount of privacy and dignity as possible.
- You have the right to be told about resources that may better meet your needs outside of Tulsa CARES.
- You have the right, upon 10 (ten) days written notice, to review your Tulsa CARES file with a mental health professional present during the review.
- You have the right to voice complaints and concerns without interference, pressure, or reprisal.

## Your responsibility:

- You have the primary responsibility to maintain regular, ongoing contact with your Care Coordinator, although your Care Coordinator will make attempts to keep in touch with you on a regular basis.
- You have a responsibility to provide accurate information to your Care Coordinator and to keep your care coordinator updated on any changes in this information, including address changes. Without accurate information it is impossible to develop a realistic plan for your situation or to assure your eligibility for a program. Any changes in your household size, employment, income, and support will be reported to Tulsa CARES within 10 (ten) days of such change. False and/or fraudulent information provided to Tulsa CARES will result in your being discharged as a client of Tulsa CARES.
- You have a responsibility to assist your Care Coordinator in developing a care plan to meet your individual needs and to follow through on the things you agree to do on this plan.
- You have a responsibility to notify your Care Coordinator if you cannot keep a scheduled appointment. Your Care Coordinator may not be able to meet with you if you are more than 15 minutes late for an appointment. If you are running late, you must notify Tulsa CARES of the delay, and your appointment may need to be rescheduled.
- You have a responsibility to treat service providers with the same respect that you expect and deserve. Behaviors such as profanity, harassment, verbal threats, and/or physical threats directed toward Tulsa CARES staff, volunteers, guests, and/or other clients are grounds for immediate dismissal from Tulsa CARES services. Tulsa CARES responds to aggressive and hostile behaviors seriously because we must protect the safety of our clients and staff.

# client rights and responsibilities (cont.)

- You are required to honor the confidentiality of other clients that you see at Tulsa CARES. This means you will not disclose the HIV status of another Tulsa CARES client to anyone.
- You have the responsibility to refrain from using tobacco products including cigarettes, pipes, smokeless tobacco, electronic cigarettes, and vapor products while on Tulsa CARES premises. This includes all areas of Tulsa CARES property, including the parking lot, and near any building entrances or exits.
- You have a responsibility to participate in client satisfaction surveys regarding Tulsa CARES programs and services. This allows us to report back to funders that sponsor the services that you receive.
- You have a responsibility to provide your care coordinator with information about the status of your medical care. You are encouraged to bring a copy of your lab work every six months for your file to meet this requirement.

## How to File a Complaint:

- If you feel your rights as a client have not been honored, you may choose to file a formal grievance by completing a Client Grievance Report. You may ask any member of the Tulsa CARES staff for a blank copy of this report to complete. If you need help writing the report, you may ask for help from a program director or you may ask a friend or family member to help you.
- You will turn in the report to the Office Manager and at this time you may ask for a copy of the report.
- A program director will review the report within 5 business days and you will receive a written statement of the agency's response within 7 business days following the agency's review of your complaint.
- If you wish to appeal the decision, you must submit an appeal in writing to the Executive Director. The Executive Director will provide you with a copy of the final decision in writing.
- If your complaint involves the Executive Director, your complaint will be given to the President of the Tulsa CARES Board of Directors for review.

Please realize that these same rights and responsibilities also apply in working with any Tulsa CARES employee, representative, or volunteer.

- I realize that, due to demand exceeding available resources, there may be a waiting list for any or all of its programs and services.
- I understand that I, as a client, and Tulsa CARES, as a provider, must abide by all of the rules and regulations set forth by funding sources including but not limited to the Oklahoma State Department of Health (OSDH), and the Health Resources and Services Administration (HRSA).
- I have read, or have had read to me, the above rights and responsibilities and agree to follow these in my partnership with Tulsa CARES.

# detailed service descriptions

## Drug Assistance

The HIV Drug Assistance Program (HDAP) provides specific HIV medications to eligible individuals living with HIV disease in Oklahoma. This program is called a “payor of last resort” program, which means if you have other means of drug assistance, such as private insurance, these must be used first. If you have no insurance, HDAP will help provide you with needed medications. If you have other forms of insurance, you may qualify for co-pay and/or premium payment assistance through HDAP. Talk to your care coordinator to apply for HDAP assistance.

The Prescription Assistance Program (PAP) also provides drug assistance. There is a monthly limit that changes based on the availability of funds. If you need a medication and have no other way to pay for it, the PAP may be able to help. Tulsa CARES has agreements with specific local pharmacies to help provide you with medications through this program. This program may also help with co-pays for physician visits, lab fees, and eye glasses as funds allow.

## Home Health

The HIV Home Health Program helps clients who need in-home care who are without any other resources to help them. Durable medical goods (such as wheel chairs, walkers, etc) can also be provided through this program with a physician's order.

## Dental Care Assistance

Part B funds are available through OSU on a limited basis to provide dental services including cleanings, extractions, and fillings. Your Tulsa CARES care coordinator can refer you to OSU or other dental clinics for dental services. It is recommended that all people with HIV visit a dentist at least once each year for cleanings and oral health exams.



## Housing Assistance

The Housing Opportunities for Persons with AIDS (HOPWA) Program is for low-income people diagnosed with HIV/AIDS and their families. This program allows Tulsa CARES to provide eligible

clients with rent and utility assistance if you are at high risk for becoming homeless. HOPWA does have limited funds for deposit assistance. HOPWA funds cannot help if you live in subsidized housing. HOPWA funds also cannot provide deposit assistance nor first month's rent. If you need housing assistance, your Care Coordinator will refer you to our housing Care Coordinator, who will help determine your eligibility and the programs for which you qualify.

Other housing assistance programs are available. Your Care Coordinator or housing Care Coordinator can provide you with a list.

## Limited Transportation Assistance

For clients who absolutely cannot access transportation on their own and who are in need of making a medical appointment or care coordination appointment, limited funds are available to assist with transportation. Bus tokens are the primary means of transportation assistance. Talk to your care coordinator if you need transportation assistance.

## Mental Health Services

Mental Health services are provided by licensed professional counselors who specialize in working with issues common to people living with HIV. Our services include individual counseling, couple's counseling, family, and group



counseling. Family counseling includes those people you see as family, not just your family by legal definition. If you need help with drug or alcohol issues, we offer substance abuse services designed to help you in a supportive and non-judgmental environment. Lastly, we also offer additional services like hypnotherapy, and EMDR (Eye Movement Desensitization and Reprocessing) therapy for addictions, trauma, and other difficult issues. If you are a current smoker and would like to stop smoking, we can also help you with creating a plan to help you quit.

# detailed service descriptions



## mental health

### Individual, group, couples, and family counseling

Many people living with HIV/AIDS can benefit from talking with someone who is familiar with the unique stressors that can be caused by this illness.

Our therapists provide individual, group, couples and family counseling as well as substance abuse and addiction therapy for people infected with and/or directly affected by HIV/AIDS.

It is normal to have strong emotions after a new diagnosis with any disease, including feelings of fear, anger, or a sense of being overwhelmed. Often people feel helpless, sad, and anxious. These emotions can affect our ability to sleep, eat, enjoy life, and get important things accomplished. Clients bring a range of issues to counseling—from temporary stumbling blocks to long-term depression, anxiety, trauma, or addiction.

With support, HIV does not have to be the reason for people not achieving what they want in life. We provide individual, group, couples, and family counseling for clients wanting to work through their issues, or just to help make living with HIV a little bit easier.

## Personal Therapy

Our mental health therapist specializes in trauma, sex therapy, smoking cessation, addictions and family counseling. In addition to being a Licensed Clinical Social Worker (LCSW), the Mental Health Program Director is also a Certified Hypnotherapist (CHT) and a Licensed Alcohol and Drug Counselor (LADC). The Program Director has also completed professional training in Mind-Body Medicine and is certified to provide EMDR for patients experiencing post-traumatic stress, anxiety, addictions, and other related disorders.

## Support Groups

Our Mental Health Program offers a weekly support group, Oklahomans Living Positively (OLP), as well as a twice monthly HIV Disclosure group, which are open to all persons living with HIV.

## Keys to Health Chronic Disease Self-Management Program

This six-week workshop enables participants to master the skills needed to manage HIV and other chronic diseases. Program graduates use these skills for solving challenges both inside and outside the doctor's office, and often teach concepts from the classes to family and friends. Caregivers may also participate in Keys to Health classes so that they can learn how to help their loved ones affected by HIV/AIDS to better manage their disease.

Our counselors have completed formal training at Stanford University to facilitate the Chronic Disease Self-Management Program.

## Eligibility

Clients do not need to receive care coordination to participate in our mental health programs; however they generally must meet the same guidelines for eligibility.



## Food+Health Program (Nutrition Services)

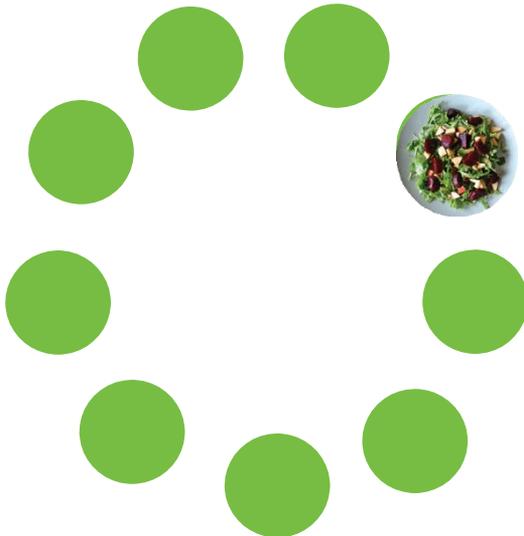
Yesterday & Today

The Tulsa CARES food pantry was opened in 1997, thanks to a grant from the Tulsa Area United Way. At that time, the food

pantry only provided groceries to clients who needed food on an emergency basis.

Through the hard work of the dedicated volunteers who ran the pantry, it grew quickly to double its original budget. Now, more than 10 years later, the growth has continued and the food pantry provides groceries, fresh fruits and vegetables, and provides dietetic services to clients for optimal health.

As a client, you are eligible to receive nutrition counseling with from a registered dietitian, including a BIA test, enjoy a weekly group lunch every Tuesday, enjoy free produce during our year-round farmers markets, and participate in other annual social events such as our Holiday party and summer cookout. The focus of the pantry is not only to provide you with groceries if you need them, but also empower you to make healthy choices about nutrition through support and education.



## BIA Testing Service

A Bioelectrical Impedance Analysis (BIA) test is one way to better understand your body composition and health. The test takes less than 5 minutes to complete. A BIA test measures two very important things: your amount of body fat and the amount of your muscle mass. For a healthy body and immune system, your body fat should be in a normal range. Having too little body fat can be dangerous, but having too much body fat can lead to other problems like diabetes and heart disease. The loss of muscle mass may result in muscles getting smaller. It's also important to have a healthy muscle mass if your immune system is to be healthy. A BIA test may help your doctor better determine if you are wasting, a condition that is caused by changes in metabolism. This change affects the cells that make up muscle tissue, as well as your heart, kidneys and blood cells and the water that surrounds these cells.

At Tulsa CARES, BIA testing is available to any client and is provided by our registered dietitian or qualified nutrition staff who can help to explain your test results. A copy of your BIA test can be faxed to your physician and you are free to take a copy of your test results home with you to keep. We recommend that every client complete a BIA test every year.



## Who is eligible for Nutrition Services?

- Emergency groceries are available to any client, up to four times in a twelve-month period.
  - Contact the front desk if you are in need of emergency groceries.
- Monthly groceries are available to those who are food insecure or have other health conditions.
  - To find out if you are eligible for grocery assistance, request a referral from your Care Coordinator.
- Nutritional counseling, BIA testing, emergency groceries, Second Cup Café (a weekly Tuesday noon lunch), Farmer's Market, and annual social gatherings are open to all clients.
  - Feel free to call a member of the food+Health Program at (918) 834-4194 or you can contact your Care Coordinator for more information.

# free HIV testing, counseling & education

**Tulsa CARES** provides free confidential and anonymous testing for HIV infection, education and counseling for partners of positive clients. (918) 834-4194.

**H.O.P.E. Testing Clinic** provides free confidential and anonymous testing for HIV infection. Free Hepatitis C Testing is also available at H.O.P.E. The Clinic is located at 3540 East 31st, Suite 6. (918) 749-8378.

**Youth Services of Tulsa** provides free HIV education, counseling and confidential testing for at risk youth in the Tulsa area. (918) 582-0061.

**Morton Health Services'** HIV prevention program is African American and Hispanic friendly, but all Tulsa residents are welcome for HIV prevention education, counseling and testing. (918) 587-2171.

**Planned Parenthood of Arkansas and Eastern Oklahoma** provides free and confidential HIV prevention education, counseling, and testing at the Clinic office, 1007 South Peoria. In addition, the 20 minute OraSure HIV Quick test is also free and available for individuals who need same day results. Please call the education department, (918) 858-8440, to schedule an appointment.

**University of Tulsa Alexander Student Health Services** offers HIV/STI education, counseling and testing. Free and confidential OraSure 20 minute HIV tests are also available at the Clinic. Call (918) 631-2241 for an apt.

# care coordination

**AIDS Hotline** answers questions about case management assistance, Hepatitis, legal assistance, location and phone number of your local STD/HIV clinic, physicians, pregnancy issues, prevention, proper condom use, safer sex, statistics, STD's, treatment, and women and HIV. [1-800-535-AIDS \(2437\)](tel:1-800-535-AIDS), en Español [\(918\) 749-8389](tel:918-749-8389).

**Tulsa CARES**, a United Way partner agency, provides many HIV care services for low-income individuals and their families who are living with HIV/AIDS. Tulsa CARES provides case management, housing and transportation assistance, mental health counseling, a food pantry, nutrition counseling referrals for medical care, and other supportive services. [\(918\) 834-4194](tel:918-834-4194).

**OSU Internal Medicine of Specialty Clinic** provides medical care for people living with HIV/AIDS. The Clinic receives funding from the Ryan White CARE Act to provide medical care, lab tests, transportation, and prescription drug assistance for people living with HIV/AIDS. Oklahomans who have tested HIV positive and who are not in medical care are urged to contact the clinic for an assessment and an opportunity to begin treatment when they are ready. [\(918\) 382-5058](tel:918-382-5058).

**University of Oklahoma Internal Medicine Specialty Clinic** offers medical care, lab tests, and prescription drug treatment for HIV/AIDS. The Clinic is ready to serve the many Oklahoma residents who are HIV positive and not yet in care. [\(918\) 838-4787](tel:918-838-4787).

**Oklahoma Department of Human Services AIDS Information and Coordination Services** is a free service for people infected or affected by HIV/AIDS to connect them to HIV care and other supportive services. Contact Stan Smalts, [\(918\) 581-2178](tel:918-581-2178) or Kenya Johnson, [\(918\) 581-2146](tel:918-581-2146).



**care coordination**

## Hospice of Green Country

is Tulsa's only non-profit, United Way sponsored, multi-faith, multicultural hospice agency. Provides quality, compassionate end-of-life care to individuals and their loved ones, regardless of ability to pay.

*(918) 747-2273.*

**Parish of St. Jerome** offers a food pantry for clients referred by an AIDS care agency. Ask your Tulsa CARES care coordinator for a referral.

**Friend for a Friend** provides assistance in pet care for pets of those living with HIV/AIDS, for more information contact Alice Bates, *(918) 747-6827.*









3507 E. Admiral Place  
Tulsa, OK 74115

918.834.4194  
1.800.474.4872

[www.tulsacares.org](http://www.tulsacares.org)

Visit our Client Webpage:  
[www.tulsacares.org/clients](http://www.tulsacares.org/clients)

