



PanWest, Texas Area 2
and
West Texas, Texas Area 1

**StarCare Specialty Health System
HIV Services Administrative Agency**

PLAN FOR COMMUNITY INPUT

REVISED NOVEMBER 2013

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**STARCARE SPECIALTY HEALTH SYSTEM
HIV SERVICES ADMINISTRATIVE AGENCY
PANWEST/WEST TEXAS COMMUNITY INPUT PLAN
*REVISED JANUARY 2013***

INTRODUCTION

StarCare Specialty Health System (formerly Lubbock Regional Mental Health Mental Retardation Center) is under contract with the Texas Department of State Health Services (DSHS) to serve as the HIV Services Administrative Agency (AA) for PanWest HIV Service Area 2 and West Texas, HIV Service Area 1. As the AA, StarCare is responsible for prioritizing and categorically allocating federal and state funds, assessing service needs, developing HIV services plans, and monitoring the HIV Service programs and their funds. DSHS requires that Administrative Agencies continue to offer communities multiple avenues for meaningful participation in decision making processes.

COMMUNITY INPUT

Throughout the year, the AA is responsible for conducting and completing certain projects crucial to the provision of HIV/AIDS services. The main projects are Priorities, Allocations and the Comprehensive Plan for HIV Services. The Comprehensive Plan is a multi-year plan that serves as a guide for HIV services in the planning area. The most recent plan was revised in March 2012 and covers 2010-2013. The plan is updated annually, with the revised plan due to DSHS by May 21 of each year. Priorities refer to the ranking of service categories in each HSDA. The priorities are generally derived from the needs assessment that is conducted every three to five years. However, the priorities are evaluated annually and may change depending on input received. Allocations are the amount of Ryan White Service Delivery and State Services funds distributed to service categories. In the PanWest/West Texas, priorities and allocations are conducted between October - December of each year. The final priorities and allocations are added to the Comprehensive Plan each year.

The AA considers the community (also referred to as stakeholders) to be people living with HIV/AIDS (PLWHA), the family, friends, and caregivers of PLWHA who are affected by HIV/AIDS, the contracted and non-contracted service providers, and any person that wants to provide input. Input is important because it helps the AA develop and implement processes that meet the community's needs. By input, the AA means any insight or participation such as feedback, opinions, thoughts, ideas, comments, criticisms, linking to new resources, suggestions for improvement, expressing concerns, recommendations for implementation, sharing experiences and information, etc... In order to comply with DSHS requirements that the AA establish meaningful processes for community input into planning decision making, while maintaining a low expenditure level, the AA plans to utilize the following methods to solicit community input and facilitate local participation in developing and revising the Comprehensive Plan for HIV

Services, the HIV/AIDS service Priorities, the HIV/AIDS service category Allocations, and any other projects or products that may unfold during the year.

Telecommunications

The AA continues to maintain a website, www.panwest.org, which contains individual links to each AA staff member. Stakeholders are encouraged to use this direct line of communication to provide input to the AA. The website also provides various items of information including the role of the AA, area resources, links to other informational sites, meeting dates, needs assessments, Comprehensive Plans, and past and current priorities and allocations.

The StarCare toll free number, 800-658-6198 ext. 308 or ext. 624, is available to individuals in all areas of the PanWest and West Texas to call and speak with the Planning Coordinator or other AA staff member to offer his/her input. The toll-free number is posted on the website, correspondence, flyers, and advertisements. The AA has on staff a Spanish-speaking individual to assist with translation as necessary.

Written Communication and Media

As listed above, telecommunications are used to provide a means of written communication for stakeholders via an AA sponsored website, www.panwest.org, that has an individual link to each AA staff member.

At least once annually, the AA mails letters to each client, who is listed in ARIES as allowing mail, to notify clients of the AA's role, contact information and requesting input. These letters include information about the Comprehensive Plan and the Priorities and Allocations and their respective forums. Each letter will be translated into Spanish.

Contingent on funding, a notice is posted in a major newspaper in each HSDA notifying the community of the public forums for the presentation of and request for input for the Comprehensive Plan and the Priorities and Allocations. Newspaper notices that post contain the AA's mailing address, toll-free number, website address, and forum information.

The AA implements an annual Client Satisfaction Survey, in English and Spanish. The survey is mailed to clients allowing mail with a letter and self-addressed stamped envelope to return the completed survey. Clients are given the option of remaining anonymous or listing his/her contact information if they want the AA to respond. Clients are given the option of completing the survey by phone in either English or Spanish at a time that is convenient to the client. The 2007 survey was also available on-line but there was no client response so the on-line version was discontinued, however it will be reconsidered as needed. The annual survey is generally mailed to clients in late December.

The AA implements an annual Provider Satisfaction Survey through Survey Monkey. Links were sent to each program director, case manager, accountant, data manager and

others who had regular contact with the AA. The most current provider survey was implemented in late December 2013.

At each public forum or meeting the AA makes available to attendees Comment Forms with self-addressed stamped envelopes to take with them.

Networking

The AA will link with local health providers, social service agencies, faith-based organizations to form and maintain a relationship that promotes communication and coordination. Part of the linkage with area agencies and organizations will be to ask the agencies to add the AA to their distribution lists and post the AA contact information and HIV planning services in their websites, newsletters or bulletins or pass out the flyers to their clients. The AA will also work with agencies to get permission to speak at support groups, staff meetings, etc.

Posters/Flyers

The AA provides flyers to each HIV service provider for posting to announce public forums, meetings, surveys, and other projects, as an additional attempt to notify clients of the AA and to solicit participation and input. The AA is in the process of revising its agency brochures that contain the AA contact information as well as an overview of services.

Needs Assessments

The AA conducts multi-year needs assessments. The last area wide PanWest Needs Assessment was completed in July 2009 and in summer 2010 for West Texas. A needs assessments is being conducted for West and PanWest and is expected to be completed in December 2013.

Public Hearings

Each year the AA conducts a public forum in each HSDA to present to the community the updated Community Input Plan, Comprehensive Plan and the Priorities and Allocations for the upcoming contract year. Flyers are given to providers to post in their lobbies. Time permitting; information regarding the forum is mailed to each client listed in ARIES as allowing mail. The AA allows a thirty (30) day comment period.

Other Avenues for Input

The PanWest/West Texas Quality Management Committee (QMC) meets quarterly, through conference calls and at least once in person in Lubbock, to review performance measures, committee work-plan, and discuss processes.

The AA contact information and request for input are posted with the 211 Texas Information and Referral Network, an agency of the Texas Health and Human Services Commission.

The Planning Coordinator participates in community events as possible or by making presentations regarding the AA and HIV services.