



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

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

**PLAN FOR COMMUNITY INPUT**

**REVISED FEBRUARY 2016**

For information contact:

Brandy Fernandez  
StarCare Specialty Health System  
P.O. Box 2828, Lubbock, Texas 79408-2828

Phone: (806) 767-1625  
Toll Free: (800) 658-6198 ext. 625  
e-mail: [bfernandez@starecarelubbock.org](mailto:bfernandez@starecarelubbock.org)  
website: [www.panwest.org](http://www.panwest.org)

**STARCARE SPECIALTY HEALTH SYSTEM  
HIV SERVICES ADMINISTRATIVE AGENCY  
PANWEST/WEST TEXAS COMMUNITY INPUT PLAN  
*REVISED FEBRUARY 2016***

**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 updated May 2015 and continues to cover 2014-2017. 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. It is important to note that due to the 75%/25% Ryan White Part B medical core requirement, the priorities listed in a needs assessment generally do not align with the medical services required to receive funding. 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](http://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. 625 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](http://www.panwest.org) that has an individual link to each AA staff member.

As needed, the AA mails letters directly to each client, who is listed in ARIES as allowing mail, to notify clients of specific situations (i.e. change in providers), the AA's role, contact information, etc... These letters may include information about the Comprehensive Plan and the Priorities and Allocations and their respective forums. Each letter is 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. Newspaper announcements are also done to notify the community of specific events such as the 2015 request for proposals for HIV service providers.

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 available on-line but there was no client response so the on-line version was discontinued, however it will be reconsidered as needed.

The AA implements an annual Provider Satisfaction Survey through Survey Monkey. Links are sent to each program director, case manager, accountant, data manager and others who have regular contact with the AA.

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 works with local HIV service providers to promote collaboration between HIV services and HIV prevention and with the community as a whole.

### **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.

### **Needs Assessments**

The AA conducts multi-year needs assessments. The last area wide PanWest and West Texas Needs Assessment was completed in December 2013 with a new assessment starting March 2016.

### **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 and give to clients plus, contingent on funds, a newspaper ad posts in each HSDA.

### **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 and Nurse Consultant participate in community events as possible or by making presentations regarding the AA and HIV services.