

ABC-ACTION FRONT CENTER

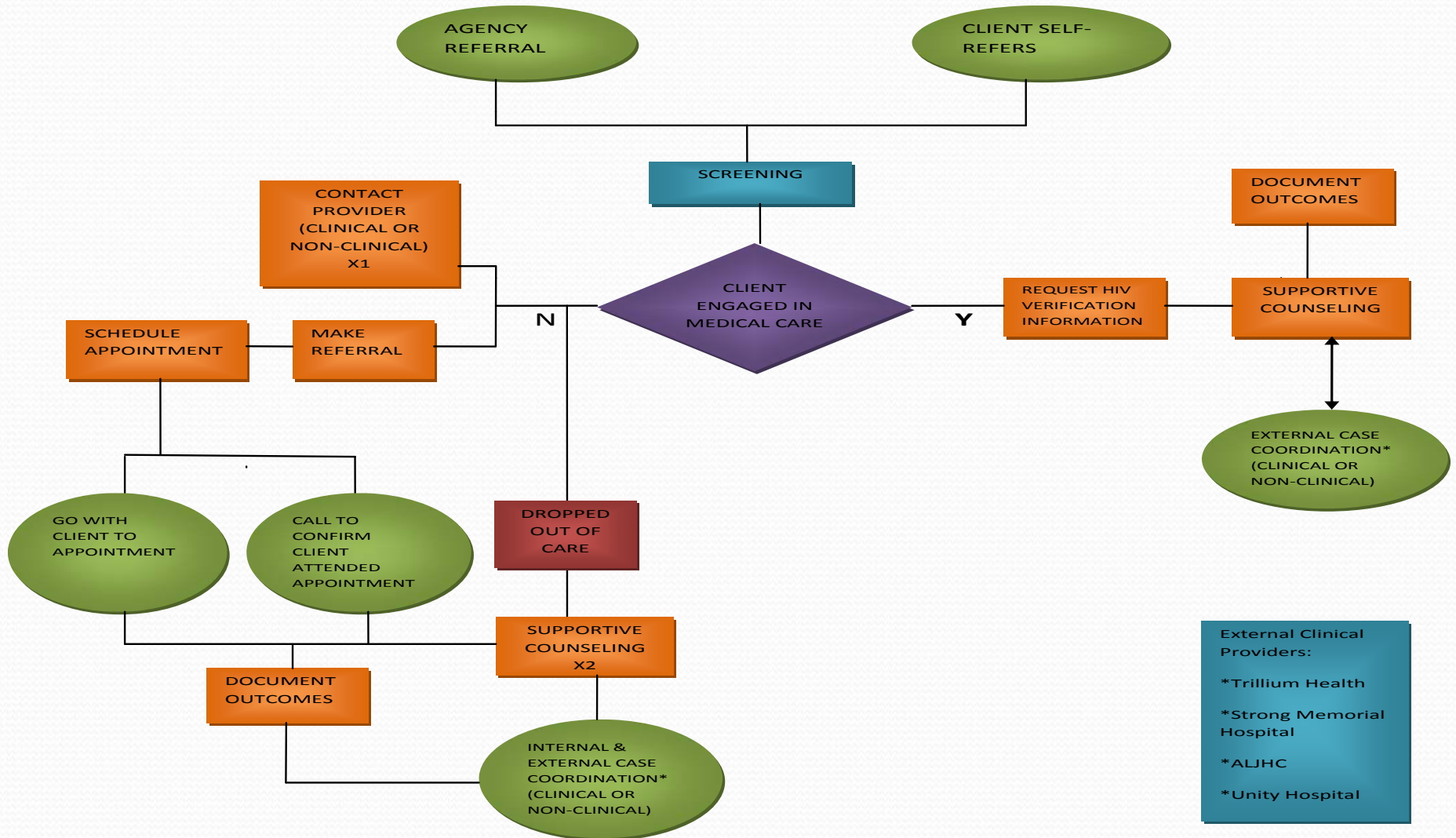
CLIENT SERVICES

SERVICE ENGAGEMENT FLOWCHART

NY LINKS PERFORMANCE MEASURES

- 3A: Clinical Engagement Measure: 100% last five reporting periods.
- 3B: New Client Engagement Measure: No new clients for the last five reporting periods.

ABC-ACTION FRONT CENTER ENGAGEMENT AND RE-ENGAGEMENT IN CARE



IDENTIFICATION OF PROBLEM AREAS

- X1- Contact Provider (Clinical or Non-Clinical)
 - Expired consent forms are barriers when service providers want to discuss and/or locate a lost-to-follow-up client.
- X2- Supportive Counseling
 - Waiting lists for mental health treatment access can impact client's ability to follow up with HIV care.
 - Some supportive housing programs require clients to be in mental health treatment before they are considered for their program.

ABC-ACTION FRONT CENTER
DROPPED OUT OF ABC/AFC SERVICES





Any questions?