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

AGENCY REFERRAL

CONTACT PROVIDER (CLINICAL OR NON-CLINICAL) X1

SCHEDULE APPOINTMENT

MAKE REFERRAL

SCREENING

DOCUMENT OUTCOMES

CLIENT SELF-REFERS

CLIENT ENGAGED IN MEDICAL CARE

REQUEST HIV VERIFICATION INFORMATION

SUPPORTIVE COUNSELING

EXTERNAL CASE COORDINATION* (CLINICAL OR NON-CLINICAL)

GO WITH CLIENT TO APPOINTMENT

CALL TO CONFIRM CLIENT ATTENDED APPOINTMENT

DROPPED OUT OF CARE

SUPPORTIVE COUNSELING X2

DOCUMENT OUTCOMES

INTERNAL & EXTERNAL CASE COORDINATION* (CLINICAL OR NON-CLINICAL)

External Clinical Providers:
*Trillium Health
*Strong Memorial Hospital
*ALJHC
*Unity Hospital
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

SCREENED

MISSED APPOINTMENTS

3 Contact attempts:
- Home Visit
- Telephone
- Letter

Close if no response and cannot find client.
Any questions?