

3. DESIGNING A PEER PROGRAM

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AIDS service organization to support and link HIV-positive patients in care and treatment

About this scenario

XYZ center is an AIDS Service Organization whose mission is to provide outreach, prevention and support services for people at risk and living with HIV/AIDS. The staff members include both peer and non-peer staff and volunteers who provide HIV prevention education and counseling and testing. The agency also has a social worker on staff to run support groups for HIV-infected clients and affected family members. The agency provides HIV counseling and testing for at-risk individuals, and those who are diagnosed with HIV are referred to a local clinic for case management and medical services.

At a recent partner, staff and consumer advisory board meeting, the clinic presented results from recent evaluation of its services which indicated that their case managers are facing challenges with managing large client caseloads. The case managers have a significant proportion of patients who are missing medical appointments. The clinic would like assistance with supporting patients to ensure they are keeping up to date with their medical appointments and treatment. They have offered to provide funding for two part-time, HIV-positive peers to work with clients, case managers, and medical providers. Below is a potential program plan to integrate the two peers into the agency's services.

PEER PROGRAM PLAN

Goal: Increase HIV-positive clients' retention with HIV support and medical services			
Objectives	Activities/Action Steps	Person(s) Responsible	Evaluation Measures
Link 80% of newly diagnosed HIV-positive clients into medical and social support services	<ul style="list-style-type: none"> Prevention staff and peer leader provide support, education, and referrals for case management and medical services to newly diagnosed HIV-positive patients 	<ul style="list-style-type: none"> Prevention education staff Peer leader Case manager from partner agency 	1. Number of newly diagnosed HIV-positive clients that have a case management and medical appointment within 6 months of diagnosis

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Link 80% of HIV-positive clients into medical and social support services	<ul style="list-style-type: none"> • Conduct reminder and follow-up phone calls regarding medical and social service appointments • Accompany HIV-positive clients to medical and social service appointments 	<ul style="list-style-type: none"> • Peer leader • Case managers • Clinic staff 	1. Number of HIV-positive case-managed clients with at least 2 medical visits in measurement year
Get 80% of HIV-positive clients to attend weekly support groups	<ul style="list-style-type: none"> • Conduct at least 2 groups/week around HIV care and treatment adherence, positive living, resources, and other consumer-identified topics • Recruit HIV-positive clients into support groups 	<ul style="list-style-type: none"> • Peer leader • Staff support group leader • Program manager 	<ol style="list-style-type: none"> 1. Number and topics of support groups 2. Number of HIV-positive clients who attend support groups

This “Read More” section accompanies [Section 3, Designing a Peer Program](#), part of the online toolkit *Building Blocks to Peer Program Success*. For more information, visit http://peer.hdwg.org/program_dev