

**GETTING TO ZERO**  
EMPLOYMENT SERVICES  
ANNUAL REPORT

2017



## PRC is so proud to be part of the advancement in HIV health outcomes, yet there is so much more work to do!

PRC's Employment Services GTZ Program was inspired by our community collaborations with San Francisco's "Getting to Zero" Retention and Re-engagement Committee. San Francisco's Getting to Zero initiative is a multi-sector, independent consortium operating under the principles of "collective impact". Modeled after the UNAIDS goals, the vision is to reduce HIV transmission and HIV-related deaths in San Francisco by 90% before 2020.

PRC supports the "collective impact" model. This model fosters large-scale social change through cross-sector coordination, wherein organizations act in concert to a shared goal. By adopting this model through our collaborative efforts, we are able to enhance the spectrum of care for the people we serve, resulting in socioeconomic improvements. Having an HIV diagnosis is no longer a death sentence nor does it have to mean a lifetime of poverty.

PRC's Employment Services Program Getting to Zero is designed as a service on-demand model, to quickly address health, income and housing emergencies. Through our rapid-response protocol, we are able to swiftly identify and assess individual service needs. These needs are particularly acute for HIV positive individuals with concurrent conditions such as mental health, substance use, high viral load, homelessness, and Transgender specific barriers. Additionally, many of our GTZ clients face employment discrimination, frequent joblessness, homelessness, and HIV related stigma, which can adversely impact their long term health prognosis.

Individuals served under PRC's GTZ Rapid Response service protocol receive intensive, high impact services with referrals to medical care, income and housing supports. Individuals are assigned to a GTZ Employment Specialist to determine their specific goals. They are then provided appropriate services such as resume and cover letter development, job search strategy and intensive interview preparation. These goals are optimally achieved within a two week period. Clients who are not yet ready to enter employment are able to access pre-vocational planning to meet their individualized vocational needs. They meet with a GTZ Vocational Counselor for barrier removal and linkage to care, vocational/career planning, On the Job Training (OJT), volunteering or internship opportunities as appropriate.

PRC Employment Services is excited to share with you the accomplishments and outcomes of our initial "Getting to Zero" efforts.



Joe Ramirez-Forcier  
Managing Director, Employment Services



Dennis Reilly  
Supervising Employment Specialist

### Our Mission:

To help people affected by HIV/AIDS, substance use, or mental health issues better realize opportunities by providing integrated legal, social, and health services that address the broad range of social risk factors that impact wellness and limit potential.

### Our Values:

Our values, together with our mission statement, guide our work. They are used to address issues that arise within the agency, both in ongoing operations and in strategic planning.

#### We aspire to provide service that:

- gives clients the knowledge needed to make their own choices
- serves all clients in a culturally appropriate way
- utilizes a harm reduction and client-centered model, emphasizing one on one relationships
- is easy to access

#### We aspire to be an organization that:

- is culturally competent and diverse at the volunteer, staff and Board levels
- respects and seeks participation from all agency stakeholders, including people living with HIV, in all areas of the organization
- operates at all levels with accountability, honesty and integrity

#### We aspire to meet the needs of all persons affected by or at risk for HIV including:

- people of any gender identity or sexual orientation
- immigrants, regardless of immigration status, and people with limited English proficiency
- people who are incarcerated, ex-offenders, people with dependents, people of color, people with mental or physical disabilities including the deaf and hard of hearing, women, youth, seniors, sex workers, active drug users, and people in recovery.

# What is PRC's Employment Services "Getting To Zero" program?

**PRC'S GTZ EMPLOYMENT SERVICES PROGRAM SERVES PEOPLE LIVING WITH HIV/AIDS WHO REQUIRE INTENSIVE, CULTURALLY APPROPRIATE VOCATIONAL REHABILITATION SERVICES TO ENSURE THAT THEIR FOOD, HOUSING AND INCOME NEEDS ARE MET WHILE ON A VOCATIONAL PATHWAY.**

#### Clients with Significant Barriers

Individuals served under GTZ "Rapid Response" service protocol can access intensive, high impact services while receiving a warm handoff for healthcare, income support, and housing referrals. PRC's GTZ Employment Specialists can assess clients for their vocational needs, create a resume, cover letter, set job goal strategies, and practice interview preparation in two weeks or less. Clients who are not ready to access employment will meet with a GTZ Vocational Counselor for barrier removal and linkage to care, vocational/career planning, On the Job Training (OJT), volunteering, or internship opportunities.

- Barriers to Employment**
- Ageism
  - Childcare
  - Communication Skills
  - Computer Skills
  - Criminal Record
  - Domestic Violence/Survivors
  - First Time Job Seekers
  - Gaps in Employment History
  - Healthcare/Income Benefits
  - HIV-Related Stressors
  - Housing
  - Immigration Status
  - Cultural Barriers
  - HS Diploma
  - Right to Work Documents
  - US Job Search Familiarity
  - Interview Preparation
  - Professional/Personal Networks
  - LGBT Workplace Discrimination
  - Licensing and Credentialing
  - English Proficiency
  - Literacy Gaps
  - Mental Health
  - Nutritional Needs
  - Personal Hygiene/Care
  - Time Management
  - Self-Esteem
  - Confidence
  - Substance Abuse
  - Transportation
  - Employer Expectations
  - Disabilities

#### PRC'S GTZ Employment Services

##### Rapid Response Protocol:

- Services On Demand – **DROP-IN!**
- Assessment of acuity and need in the areas of Housing, HIV and Mental Health Stigma, Income Security, and Food Security.
- **EVERY DAY** is a good day to begin services for PRC Employment Services
- Wait time of **LESS THAN 2 WEEKS** for intensive non-medical case management services
- Intensive employment preparation completed in **LESS THAN 2 WEEKS** "when needed"

PRC's GTZ Employment Services consist of Client Intake, Assessment and Vocational Counseling, Internship and On the Job Training, Volunteering, Computer and Administrative Skills Training Program, Job Search Assistance

# Services and Accomplishments

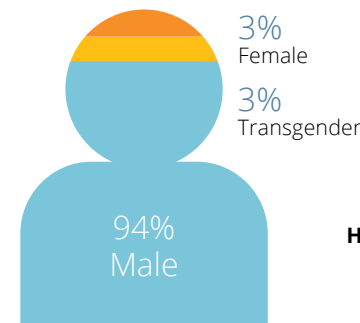
- 100% received case management services and developed individualized service plans
- 91% earned income from employment, temporary, part-time or full time
- 84% completed a vocational evaluation or developed a vocational plan
- 100% retention rate for those in permanent employment for 90 days or more
- 250% increase in monthly income overall for clients who took employment of some kind
- 21 providers attended a GTZ Health and Education Resource Fair in 2017

# Client Demographics

### A Top Five Presenting Issues

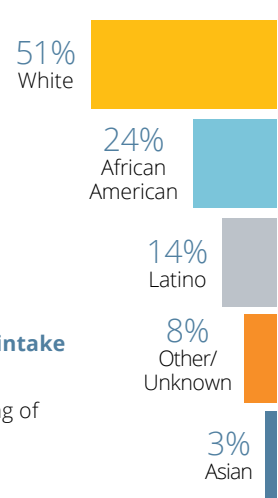
- 1 Housing
- 2 Healthcare
- 3 Skill Building
- 4 Work Readiness
- 5 Ageism

### Gender Identity

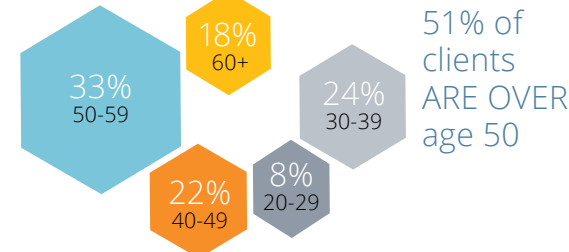


**Housing**  
51% of clients were not housed or only partially housed for a period of **6 months or more at intake**  
95% of clients report housing of some kind **6 months after intake**

### Race/Ethnicity



### Age



### Sexual Orientation



# Cascade of Care

The HIV Continuum of Care incorporates a framework called the "Cascade of Care". This measures the five stages of treatment from initial HIV testing to the ultimate goal of viral load suppression.

The 5 stages are:

- 1) diagnosis
- 2) referral to care
- 3) retention in care
- 4) beginning anti-retroviral treatment
- 5) viral load suppression

By closely examining the proportion of people living with HIV engaged in each stage of the HIV care continuum, policymakers and service providers are able to pinpoint where gaps may exist in connecting people living with HIV to sustained quality care. They can use this information to implement system improvements and service enhancements that better support individuals as they move from one stage in the continuum to the next.

PRC's Employment Services Case Management model is a unique approach to address the co-occurring medical and social barriers preventing clients from achieving vocational goals. PRC's GTZ program employs a rapid response to assess and address client needs including linkage to healthcare, psychosocial support, training, education and employment.

By identifying gaps and implementing improvements, we can increase the proportion of people living with HIV who are prescribed ART, are able to stay engaged in HIV medical care and adhere to their treatment, and ultimately achieve viral load suppression. This will allow them to live healthier, longer lives and reduce the chances that they will transmit HIV to others.

## How stigma affects people living with HIV

### Stigma and Sickness

"Whenever AIDS has won, stigma, shame, distrust, discrimination and apathy was on its side. Every time AIDS has been defeated, it has been because of trust, openness, dialogue between individuals and communities, family support, human solidarity, and the human perseverance to find new paths and solutions."

- Michel Sidibé, Executive Director of UNAIDS.<sup>1</sup>

### Self-stigma / Internalized Stigma

Self-stigma, or internalized stigma, has an equally damaging effect on the mental well-being of people living with HIV or from key affected populations. This fear of discrimination breaks down confidence to seek help and medical care.<sup>2</sup>

<sup>1</sup> Huffington Post (5 July, 2012) 'Giving Power to Couples to End the AIDS Epidemic' (Accessed 28/3/2017)  
<sup>2</sup> 'The Association of Stigma with Self-Reported Access to Medical Care and Antiretroviral Therapy Adherence in Persons Living with HIV/AIDS' Journal of General Internal Medicine 24(10)

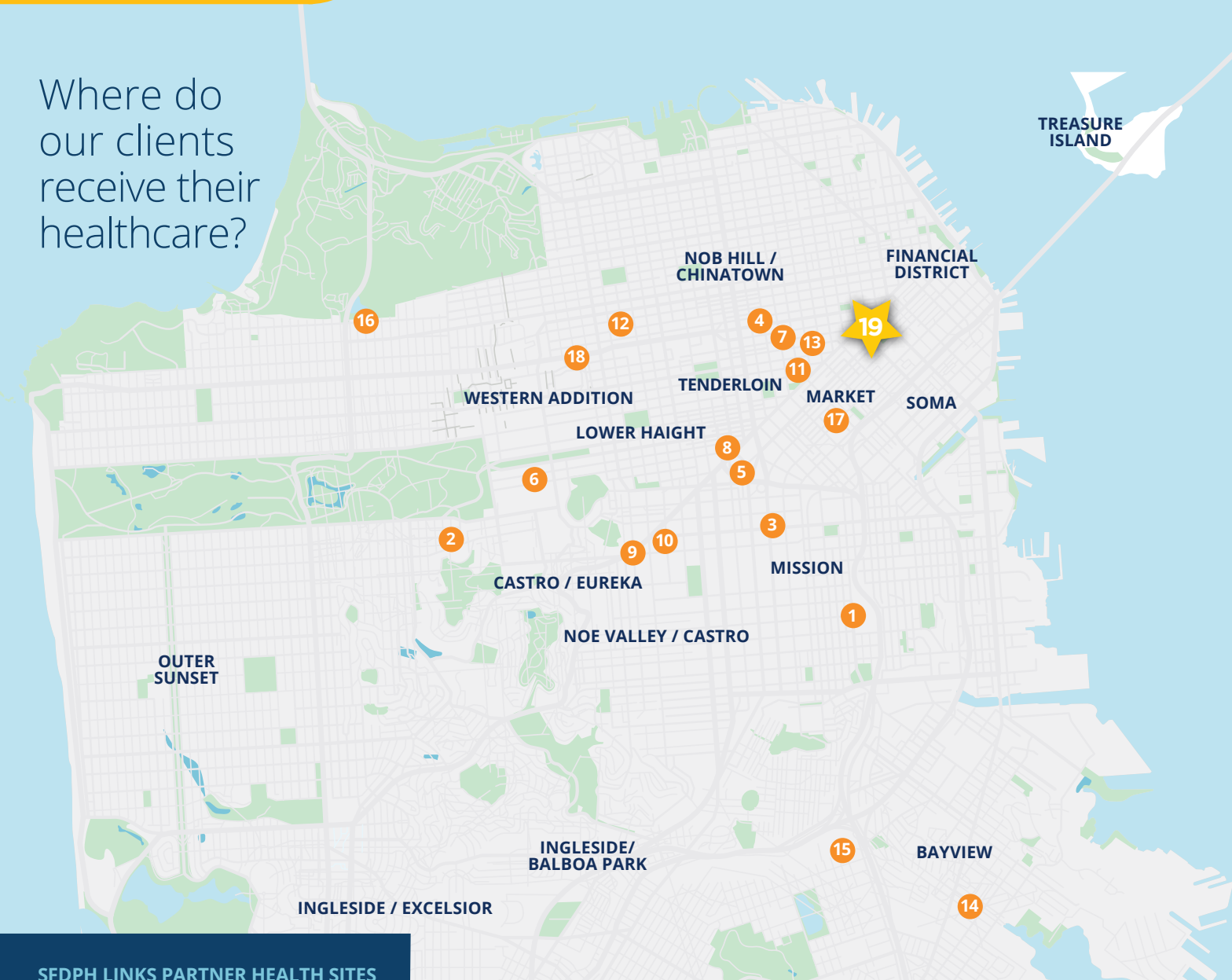
## HIV Treatment Cascade

Where do our GTZ clients fall on the Cascade of Care upon intake and after 6 months?

	UPON INTAKE	6 MONTHS POST INTAKE
Linked to Care	52%	97.3%
Retained in Care with a PCP	48%	94.5%
On ARV	52%	97.3%

97% of our GTZ clients reported experiencing some form of HIV related stigma, previously or currently.

Where do our clients receive their healthcare?



SFPD LINKS PARTNER HEALTH SITES

- |   |  |   |
|---|--|---|
| <p><b>1. Positive Health Program Ward 86</b><br/>Zuckerberg SF General Hospital<br/>995 Potrero Avenue, Building 80, Fl6<br/>415-206-2400</p> <p><b>2. UCSF 360 Wellness Center</b><br/>350 Parnassus Avenue, Suite 908<br/>415-353-2119</p> <p><b>3. Clinica Esperanza Mnhc</b><br/>240 Shotwell Street<br/>415-552-1013 x2234</p> <p><b>4. API Wellness Center</b><br/>726 Polk Street, 4th Floor<br/>292-340-0415</p> <p><b>5. HealthRight 360 Integrated Care Center</b><br/>1735 Mission Street<br/>415-746-1940</p> <p><b>6. Haight Ashbury</b><br/>558 Clayton Street<br/>415-746-1950</p> | <p><b>7. Tenderloin Health</b><br/>330 Ellis Street<br/>415-674-6140</p> <p><b>8. Lyon Martin</b><br/>1748 Market Street<br/>415-565-7657</p> <p><b>9. AIDS Health Foundation</b><br/>518-A Castro Street<br/>415-522-2814</p> <p><b>10. Castro Mission Health Center</b><br/>3850 17th Street<br/>415-934-7700</p> <p><b>11. Larkin Street Youth Services</b><br/>134 Golden Gate Avenue<br/>415-673-0911</p> <p><b>12. Maxine Hall Health Center</b><br/>1301 Pierce Street<br/>415-292-1300</p> <p><b>13. Tom Waddell Health Center</b><br/>230 Golden Gate Avenue<br/>415-355-7400</p> | <p><b>14. Southeast Health Center</b><br/>2401 Keith Street<br/>415-671-7000</p> <p><b>15. Silver Avenue Family Health Center</b><br/>1525 Silver Avenue<br/>415-671-7000</p> <p><b>16. San Francisco Free Clinic</b><br/>4900 California Street<br/>415-750-9894</p> <p><b>17. San Francisco City Clinic</b><br/>356 7th Street<br/>415-487-5500</p> <p><b>18. Kaiser Permanente</b><br/>2238 Geary Blvd., 4 West<br/>415-833-4258</p> <p><b>19. Positive Resource Center</b><br/>785 Market Street, 10th Fl.<br/>415.777.0333</p> |
|---|--|---|

# Our Client Stories

## Adam, 43, Caucasian Male

**“PRC HELPED ME GET THE MEDICAL CARE I NEEDED; I WAS SICK AND I DIDN'T HAVE INSURANCE. NOW MY T-CELLS ARE UP AND I'M HOUSED.”**

**BARRIER: URGENT CARE/ INCOME**

Adam reported no income or health insurance and was unable to get his HIV medications due to an insurance lapse. He was experiencing extreme fatigue and severe weight loss and needed immediate medical attention.

**BARRIER REMOVED:**

- PRC's GTZ Employment Specialists accompanied client to emergency care at San Francisco General Hospital (ZSFGH). He was diagnosed with a bacterial infection and pneumonia with high viral load. He began anti-retroviral therapy and improved his overall HIV health. Adam was additionally referred to VA housing and is currently housed.
- PRC's in-house Equal Access to Healthcare (EAHP) Attorney was successful in securing Adam's SSI benefits, providing a stable income source as well as food security.

## Janelle, 29, Latina Trans Female

**“EVERYONE AT PRC TREATED ME LIKE A PERSON, AND HAD MY BACK. THEY WENT WITH ME TO MY APPOINTMENTS, CALLED ME TO MAKE SURE THAT I WAS OK. I REALLY NEEDED THAT.”**

**BARRIER: PRIMARY CARE/ COUNSELING/HOUSING**

Janelle, a trans-identified female sex worker needed a referral to HIV care and expressed a desire to find stable employment and income. Additionally, she reported domestic violence and needed to secure new housing.

**BARRIER REMOVED:**

- Working with her PRC GTZ Employment Specialist, Janelle was linked to primary care and case management services at ZSFGH. After a 12-month lapse in HIV treatment, Janelle re-engaged in Anti-Retroviral Therapy (ART).
- Her PRC GTZ Employment Specialist assisted Janelle with securing permanent housing and part time work as a customer service representative.

## Antoine, 51, African American Male

**“I THOUGHT I WOULD BE ON THE STREET FOREVER, WITH NO WAY OUT. PRC LINKED ME TO HOUSING AND HEALTHCARE AND I'M GETTING MY LIFE BACK.”**

**BARRIER: HOUSING AND HEALTHCARE**

Newly diagnosed, Antoine was not in HIV care. He was unhoused, sleeping in parks, abandoned buildings, and shelters.

**BARRIER REMOVED:**

- PRC's GTZ Employment Specialist assisted Antoine with securing an emergency housing voucher and a long-term housing subsidy through Catholic Charities.
- PRC's GTZ Employment Specialist accompanied Antoine to care with ZSFGH, where he began antiretroviral therapy and medical care.
- Working with his PRC GTZ Employment Specialist, he is now enrolled in a vocational training program to secure his commercial driving license.

## Samuel, 35, African American Male

**“MY PRC EMPLOYMENT SPECIALIST BELIEVED IN ME. I'M IN SCHOOL NOW, AND I'M DOING THINGS FOR MYSELF THAT I KNOW I WOULDN'T HAVE DONE IF IT HADN'T BEEN FOR PRC.”**

**BARRIER: ACCESS TO CARE AND SKILL BUILDING**

Samuel had both an HIV and PTSD diagnosis. His mental health condition impacted his adherence to HIV medication. His PTSD symptoms made working difficult; having no income, he often missed meals.

**BARRIER REMOVED:**

- Samuel was referred to a PRC Benefits Attorney who assisted him with his SSI appeal.
- His PRC GTZ Employment Specialist connected him to both HIV and mental health care through SF Community Health Clinics.
- Addressing his social isolation, PRC's GTZ Employment Specialist assisted him with enrollment in both a barista training program as well as City College where he is completing his Associate Degree.

## OUR PARTNERS:

Getting to Zero Initiative  
SFDPH Clinics with HIV Primary Care  
Castro Mission Health Center  
Larkin Street Youth Clinic  
Maxine Hall Health Center  
Tom Waddell Health Center  
Southeast Health Center  
Silver Avenue Family Health Center  
Zuckerberg SF General/  
Golden Compass/WARD 86  
Asian and Pacific Islander  
Wellness Center  
San Francisco AIDS Foundation/  
Elizabeth Taylor 50+ Network  
Shanti Project  
AIDS Emergency Fund  
PRC Baker Places  
The California Department of  
Vocational Rehabilitation

## STAFF:



### **Joe Ramirez-Forcier | Managing Director of Employment Services**

Joe is the Managing Director of Employment Services at the Positive Resource Center which provides HIV+ adults vocational counseling, training and job search assistance. Joe Ramirez-Forcier has been on the part of the SF Getting Zero's work group for Retention and Reengagement since the beginning and designed PRC's one of a kind approach in PRC Employment Services for assessing stigma, access to health care and income supports in a "rapid response" protocol. Joe states "I love being taking part in something that has a positive impact in people's lives."



### **Montrell Dorsey | Employment Specialist**

Montrell works with the GTZ team as an Employment Specialist. Montrell has a strong background in interpersonal and group counseling, from his many years of experience working in the field of behavior and substance abuse counseling. He supported and empowered clients by providing education and awareness in HIV and STI. Montrell writes, "PRC provides the platform that allows me be the voice of change, for those who do not have a voice."



### **Jose Jauregui | Employment Specialist**

Jose brings over 8 years' experience in Social Services, working with individuals with HIV, substance use disorders and mental health, as well as veterans and monolingual Spanish speakers. Jose reports, "my passion for this work is to assist those in need at all life stages and to advocate for them in reaching their vocational goals."



### **Billy Allen | Employment Specialist**

Billy Allen has work experience in both for-profit and non-profit organizations. He has worked in HIV prevention, facilitating education programs for youth. Previous to his role with PRC, Billy was an Event Coordinator for Equality California and Under One Roof. Most recently, Billy has been completing coursework towards his BA degree. In Billy's own words, "I find a lot of joy and fulfillment in seeing clients self-actualize. It is very inspirational. The aspect of working peer to peer, helping clients navigate beyond-transcending their disability is extremely rewarding."



### **Hollis Fleischer | Vocational Counselor**

Hollis Fleischer is the Vocational Counselor for Employment Services. Hollis holds a Masters in Rehabilitation Counseling from San Francisco State University. As a Vocational Counselor at PRC, she is excited to assist clients in vocational assessments, career counseling and career decision making.



### **Dennis Reilly | Supervising Employment Specialist**

Dennis is the Supervising Employment Specialist with PRC's GTZ Employment Program and supervises the GTZ team of Employment Specialist and PRC's Vocational Counselor. Dennis has worked with clients with disabilities across a broad range including HIV, mental health, hearing, vision, cognitive and mobility conditions. Dennis states "I am grateful for all the things clients have taught me, including their resilience and perseverance in overcoming life and vocational obstacles".

