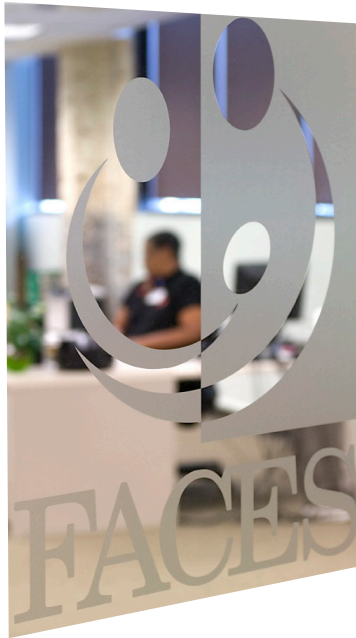


HEART CENTER

In order to provide comprehensive care to the women, children and adolescents enrolled in its program, FACES provides a variety of services. At FACES, the core of these support services is the HIV Education, Assistance, Resource and Training (HEART) Center. Established in 1991, the HEART Center was founded to address issues that many women encountered in their quest for optimal health. The HEART Center is a drop-in facility located on-site at FACES. The Center's mission emphasizes a family-centered approach to empower women to care for themselves and their families.

CHILD CARE

In order to reduce barriers to care, the FACES program provides short-term child care to program clients. These services are provided in the HEART Center or can be arranged with an outside provider for a variety of special circumstances. Arts and crafts, reading and organized play activities are conducted with the children in the HEART Center.



TRANSPORTATION ASSISTANCE

Transportation assistance is designed to facilitate clients' linkage to primary medical care and other essential services that assure their retention in care. Assistance is provided through cabs or tokens for public transportation.

FAMILY ADVOCATES

FACES supports a team of family advocates who assist the program in planning, implementing and evaluating client services. Family advocates also provide one-on-one counseling to clients and family members, plan and conduct client events, conduct community education, and write and distribute the FACES newsletter.

EDUCATIONAL PROGRAMS AND SOCIAL SUPPORT

Clients can also visit the HEART Center for other services such as HIV information and education programs through printed materials, videos, or access to computers and the Internet. Social support is provided through monthly client luncheons, holiday events, consumer meetings, and special presentations.



FACES services are supported by the Health Resources and Services Administration (HRSA) through Ryan White Parts A and D. The re-establishment of the FACES Program, post-Hurricane Katrina, was made possible through support from the National AIDS Fund and HRSA-HIV/AIDS Bureau.



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OVERVIEW

FAMILY ADVOCACY, CARE AND EDUCATION SERVICES (FACES) of Children's Hospital has been dedicated to serving HIV-infected and affected women, pregnant women, infants, children, youth and families in the Greater New Orleans area since 1988.

FACES believes that every HIV-infected/affected woman, child and adolescent has the right to services that are comprehensive, culturally competent and family-centered. FACES is committed to providing coordinated quality services to these families.

The goal of the FACES Program is to assist clients in maintaining their physical and emotional well-being. Staff members work with clients to empower them to improve and increase their access to resources in the community.

FACES SERVICES INCLUDE:

CASE MANAGEMENT

The FACES team includes a staff of full-time case managers who are assigned to work with the clients and families to coordinate their HIV medical care and assure access to HIV medications.

Case managers often play multiple roles: health educator, emotional supporter, community liaison, or advocate. However, clients must take an active role in their case management plan. All services are directed toward empowering clients to improve the quality of life for themselves and their families.

Case managers work closely with clients to identify needs and coordinate services related to their HIV status. The goal is to increase access to and retention in HIV primary care. This is accomplished by linking individuals to health care and available resources in the community, such as public assistance, health insurance, transportation and housing.

MENTAL HEALTH AND SUBSTANCE ABUSE COUNSELING SERVICES

Through licensed counselors and social workers, FACES provides mental health and substance abuse counseling to address the psychosocial needs of the HIV-infected individual and affected family members. This counseling is provided through individual sessions and therapeutic support groups.

In addition, a psychiatrist is available on-site to treat clients in need of evaluations, treatment, and medication.

HEALTH EDUCATION

Health Education is an integral part of FACES' care strategy. Health educators provide education in the community, at the FACES office, at the client's home, and at clinics.

PERINATAL PROGRAM SERVICES

The goal of the FACES Perinatal Program is to prevent mother to child transmission of HIV/AIDS. Case managers, adherence nurse specialists, and health educators work as a team with the pregnant woman to assure her linkage to and retention in HIV primary and prenatal care. This multi-disciplinary team works with the patient to ensure her adherence to care and to increase the woman's overall knowledge of HIV disease (how the disease might affect her pregnancy and her unborn child).

Additionally, staff work closely with local OB/GYNs that have expertise in caring for HIV-infected pregnant women focusing on reduction of mother-to-child HIV transmission. FACES staff visit the offices of OB/GYNs, family practice physicians and area hospitals to reinforce the Standards of Care for pregnant HIV-infected women as set by the American College of Obstetricians and Gynecologists, Centers of Disease Control and Prevention and the U.S. Public Health Service.

Following delivery, FACES continues intensive case management to facilitate follow-up testing and treatment of the infant and mother. The infants are linked to Infectious Disease Pediatricians who specialize in care and treatment of HIV-exposed and infected children.

TREATMENT AND ADHERENCE EDUCATION; MEDICATION ASSISTANCE

FACES implements a multi-disciplinary team approach in serving clients. This team of professionals includes an adherence nurse specialist, a client's medical provider, and the case manager, in caring for, educating, and supporting patients with their medical appointments and antiretroviral treatment adherence.

Adherence Nurses will assist the client in understanding the complex medication regimens that are prescribed by the physician. This involves understanding why the medication was prescribed and how to take the medication correctly and manage side effects.

FACES may also assist clients in accessing Ryan White medication assistance programs available to those patients who may not be able to afford medications.

HISPANIC OUTREACH PROGRAM

This program is designed to reach out to the rapidly expanding Hispanic population in the New Orleans Metro area. Activities include HIV/AIDS education, peer support, linkage to HIV counseling and testing, and cultural competency training. In addition, FACES provides many of its services in Spanish including case management, health education, adherence support, and peer support. Several FACES staff are Hispanic or are fluent in Spanish and have strong connections to that community.