

Ryan White Program Utilization Summary Year 34: Support Services (March 1, 2024-February 28, 2025)



COUNTY OF LOS ANGELES
Public Health

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October 21, 2025

Agenda

- Support Services Overview
- Support Services Deep Dive Framework
- Support Services Expenditures
- Key Takeaways



Overview of Support Services



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Emergency Financial Assistance (EFA)

2 contracted agencies (DHS, APLA)

Provides **limited one-time or short-term payments to assist RWP clients with an urgent need for rent.**
Annual cap was \$5,000.



Housing Service (HS)

4 contracted sites (APLA, DHS, Project New Hope, Salvation Army Alegria)

Provides **temporary or permanent housing with supportive services** for RWP clients



Benefit Specialty Services (BSS)

12 contracted sites

Provide **coordination, guidance and assistance in accessing multiple services** (medical, social, community, legal, financial, employment, vocational, and/or other needed services) and additional public and private programs (if eligible)



Nutrition Support (NS)

3 contracted sites (APLA, Bienestar, and Project Angel Food)

Provides **food to RWP clients**, improving and sustaining nutrition, food security and quality of life



Substance Use Residential (SUR)

1 contracted site (Tarzana Treatment Center)

Provides **outpatient treatment services for substance use disorders**



Linkage and Re-engagement Program (LRP)

DHSP: DCS Health Navigators

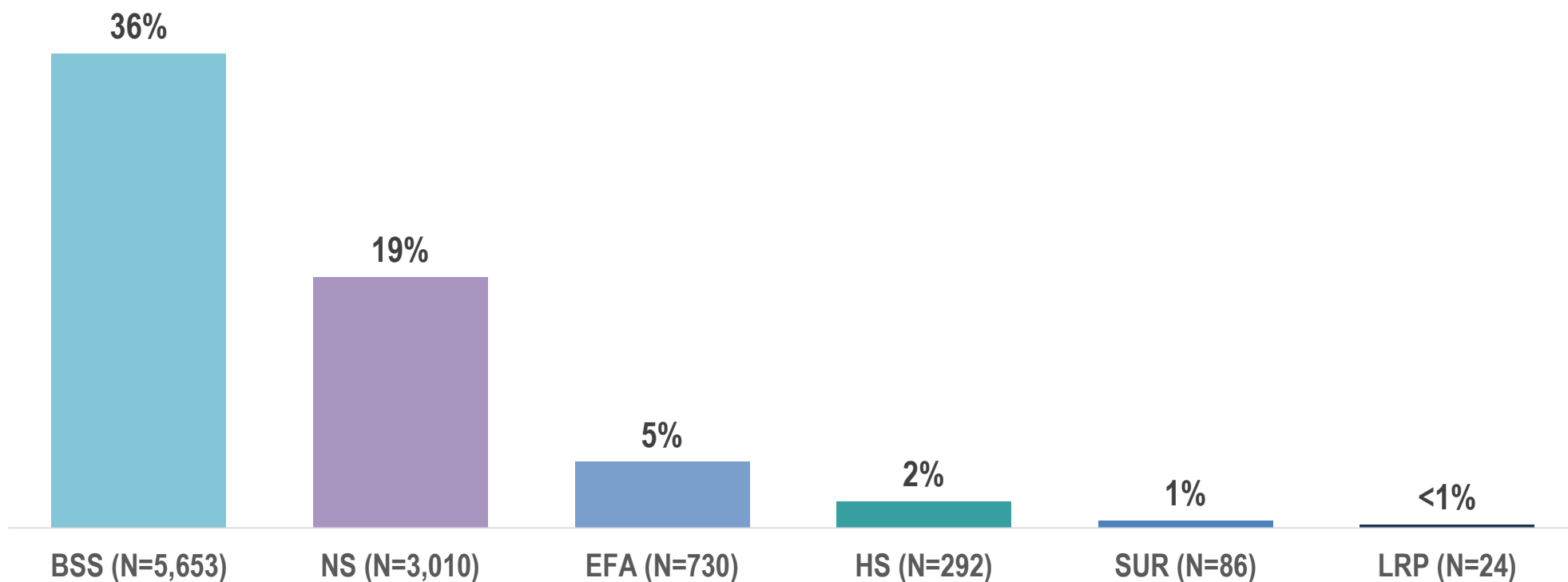
Assists **people newly diagnosed or living with HIV who are lost or returning to treatment to re-engage in care** (medical and psychosocial services).

In Year 34, Benefits Specialty Services (BSS) and Nutrition Services (NS) were the most highly utilized support services.



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Utilization of RWP Support Services, Year 34
(Total RWP clients N=15,843)



Support Service Category Deep Dive Framework



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Overall Service Utilization and Expenditure Summary

- Client Served
- Service Units (Total and Per Client)
- Expenditures (Total and Per Client)

Client Demographics

- Gender
- Race
- Age

Priority Population Engagement

- Latinx MSM
- Black/AA MSM
- Age \geq 50 years
- Women of color
- Transgender Clients
- Age 13-29 clients
- People who inject drugs (PWID)
- Unhoused < 12 months

Health Determinants

- Primary language
- Income
- Primary insurance
- Housing Status
- Incarceration history

HIV Care Continuum Outcomes

- Engaged in Care
- Retained in Care
- Suppressed Viral Load

Emergency Financial Assistance (EFA)

↑ 18% increase in service utilization in Year 34 compared to Year 33

↑ 14% increase in expenditures in Year 34 compared to Year 33



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- A total of **730 unique clients** received EFA services, representing **4% of RWP clients**
- There was an **overall increase in EFA utilization and expenditures** over the last four years

EFA Clients

EFA Expenditures



EFA Service Utilization & Expenditures Summary, Year 34



Service Category	Unique Clients Served	Service Unit(s)	Total Service Units	Units per client	Expenditures	Expenditures per client
EFA	730	Dollars	2,873,110	3,936	\$2,975,974	\$4,077

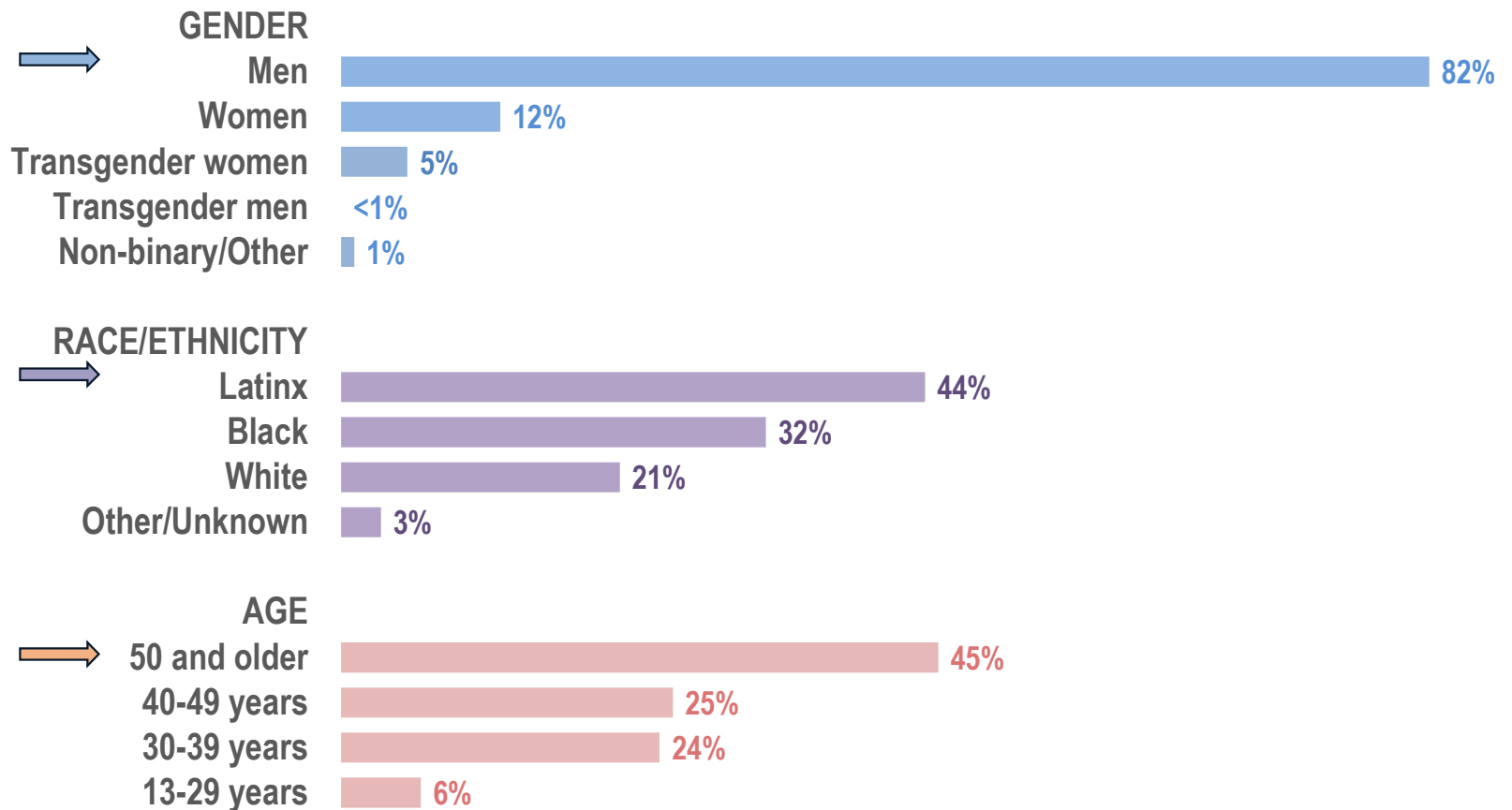
Funding Source:

- Part A - \$1,539,288
- HRSA EHE - \$765,693
- HIV NCC - \$670,993

EFA clients were predominantly men, Latinx, and RWP clients aged 50 and older



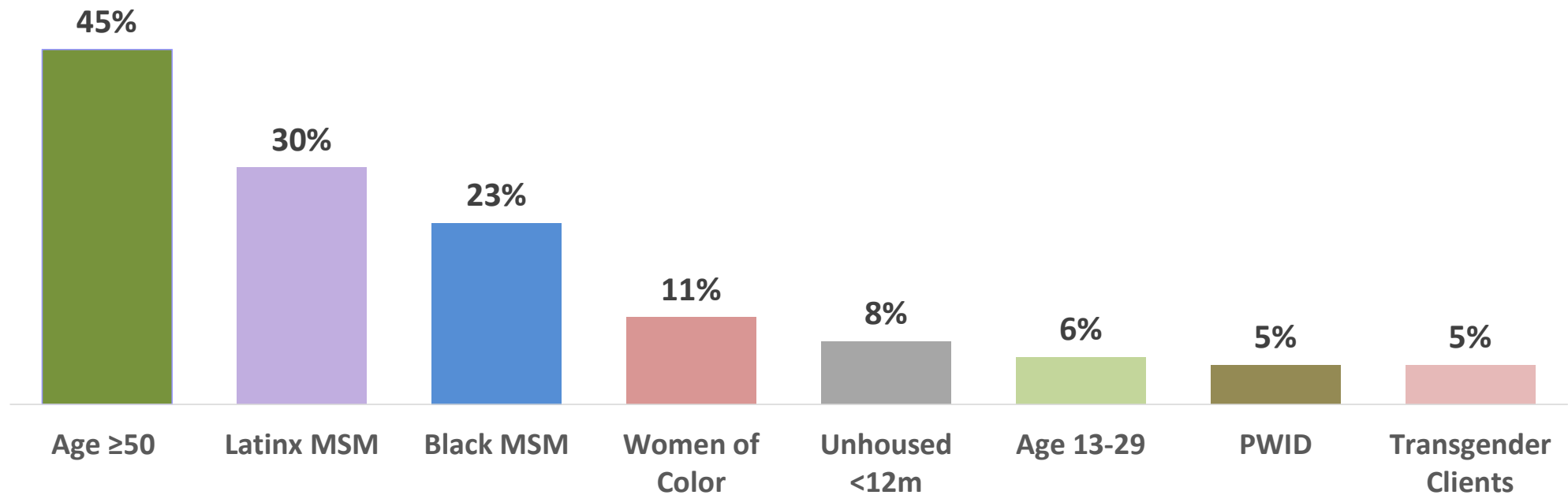
EFA Client Demographics, Year 34, N=730



LAC Priority Populations* Accessing EFA, Year 34



- Over half of EFA clients were **aged 50 and older**, representing the largest group
- **Latinx MSM** represented almost a third of EFA clients
- **Black MSM** represented about a quarter of EFA clients

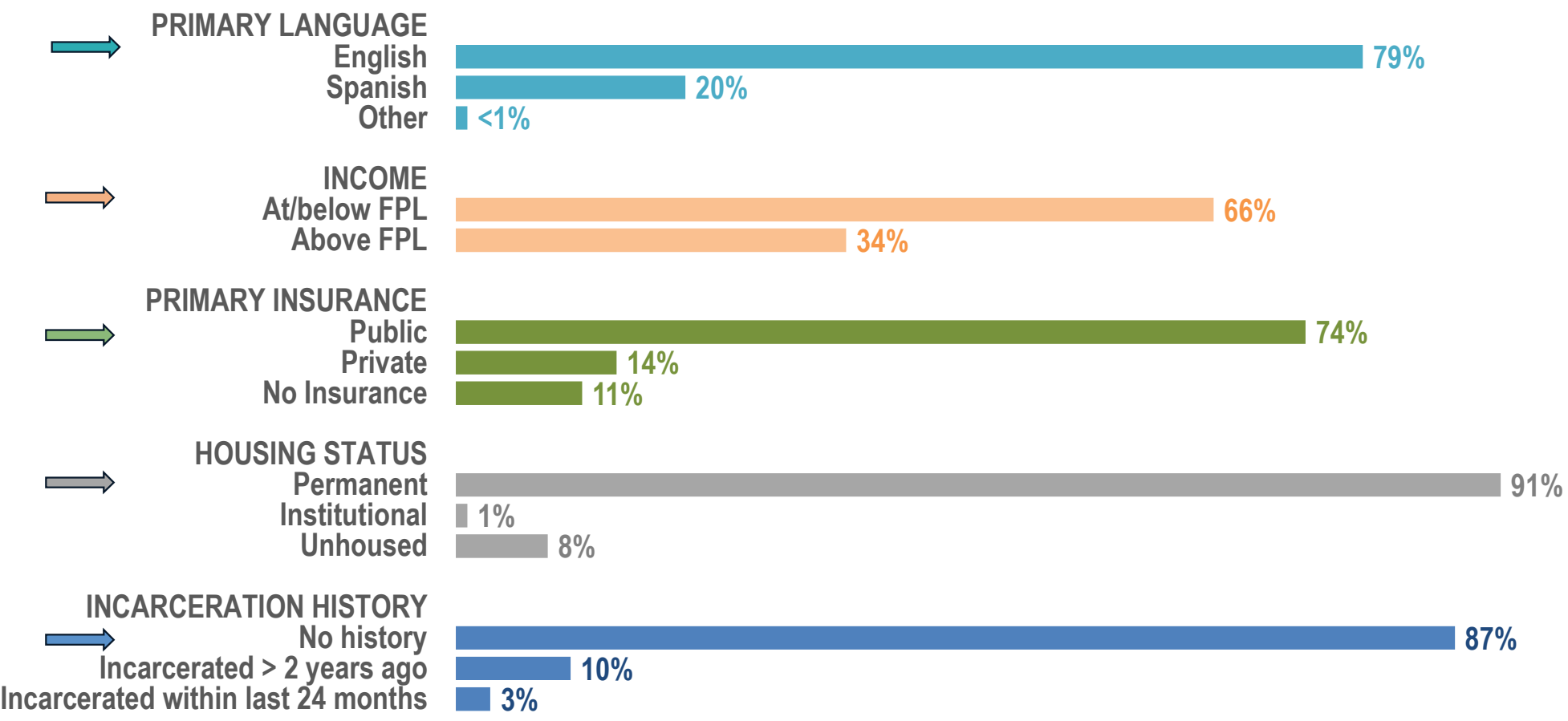


*Priority population groups are not mutually exclusive, they may overlap



Most EFA clients were English speakers, living ≤ FPL, had private insurance, were permanently housed, and had no incarceration history

EFA Client Health Determinants, Year 34, N=730

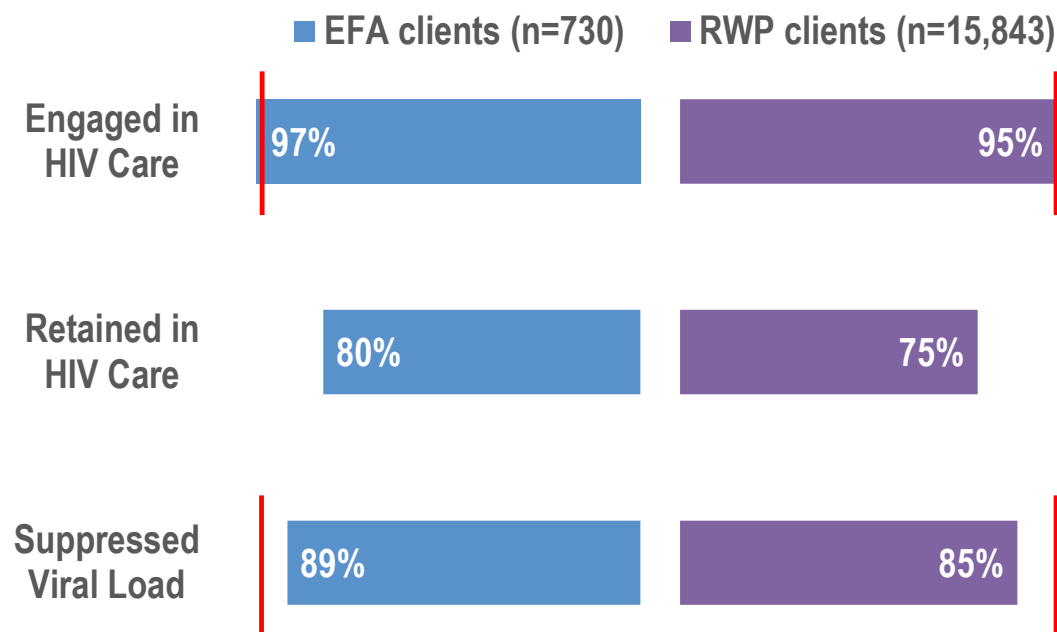


HIV Care Continuum in EFA clients, Year 34



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- Engagement^a, retention in care^b, and viral load suppression^c percentages were higher for EFA clients compared to RWP clients overall, Year 34
- EFA clients did not meet the EHE target of 95% for viral suppression. However, they met the local target of 95% for engagement in care.



^a**Engagement in Care** defined as 1 ≥ viral load, CD4 or genotype test reported in the 12-month period based on HIV laboratory data as of 5/5/2025

^b**Retention in care** defined as 2 ≥ viral load, CD4 or genotype test reported >30 days apart in the 12-month period based on HIV laboratory data as of 5/5/2025

^c**Viral suppression** defined as most recent viral load test <200 copies/mL in the 12-month period based on HIV laboratory data as of 5/5/2025

— 95% Target

Data source: HIV Casewatch as of 5/1/2025

Housing Services (HS)

↑ 18% increase in service utilization in Year 34 compared to Year 33

↑ 26% increase in expenditures in Year 34 compared to Year 33



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- A total of **292 unique clients** received HS, representing **2% of RWP clients** in Year 34
 - Permanent Supportive Housing (H4H): **193** clients
 - Residential Care Facilities for the Chronically Ill: **68** clients
 - Transitional Residential Care Facilities: **39** clients
- HS utilization and expenditures **increased** in the last 4 years.

HS Clients

237 292

YR31 YR32 YR33 YR34

HS Expenditures

\$5,374,397 \$10,412,224

YR31 YR32 YR33 YR34

HS Service Utilization & Expenditures Summary, Year 34



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Public Health

Service Category	Unique Clients Served	Service Unit(s)	Total Service Units	Units per client	Expenditures	Expenditures per client
HS	292	Days	61,766	280	\$10,412,224	\$35,658
Permanent Supportive Housing (H4H)	193	Days	61,525	319	\$5,530,755	\$28,657
Residential Care Facilities for the Chronically Ill	68	Days	14,049	207	\$4,033,827	\$59,321
Transitional Residential Care Facilities	39	Days	6,192	159	\$847,642	\$21,734

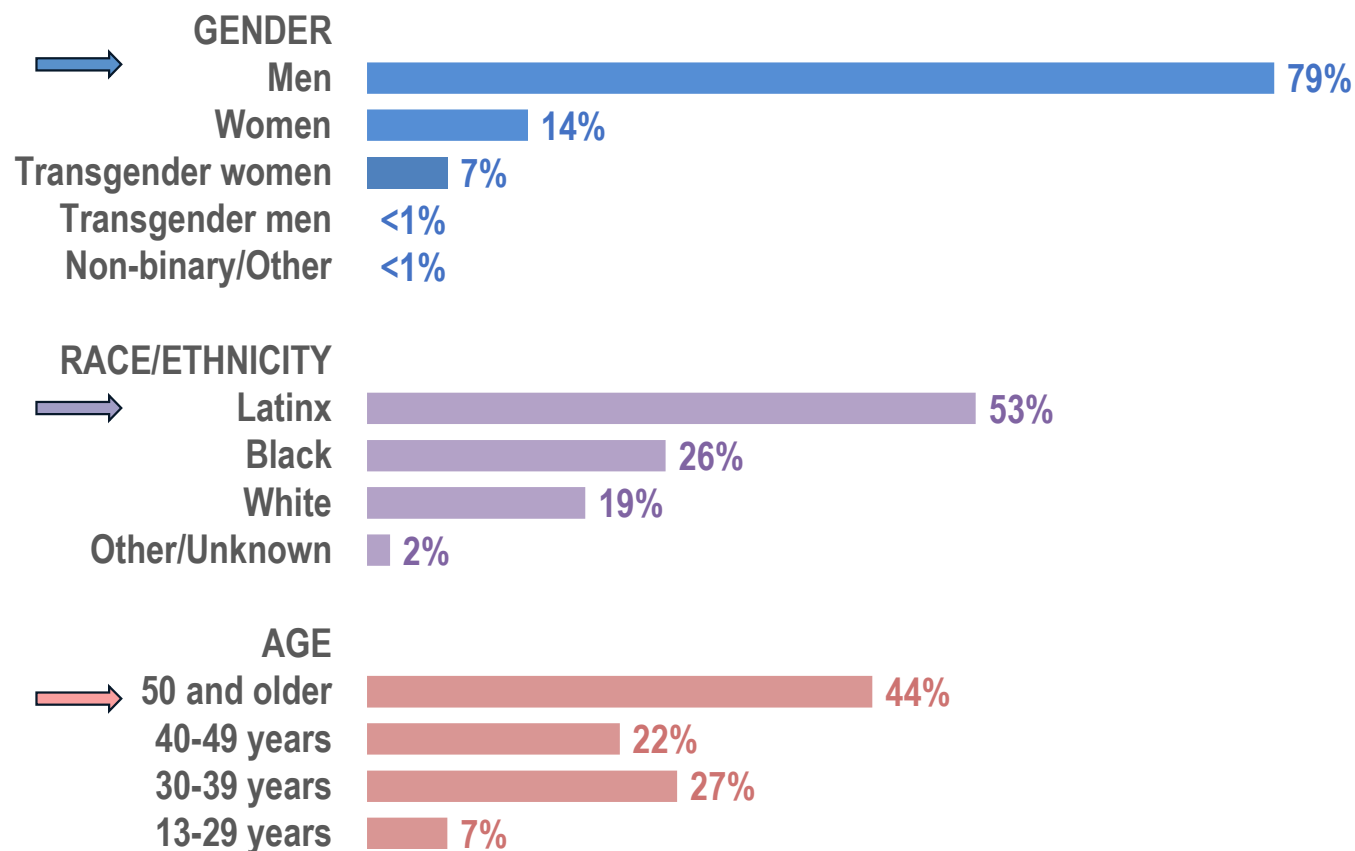
Funding Source:

- Part A - \$484,771
- MAI - \$3,305,635
- Part B – \$4,396,698
- HIV NCC - \$2,225,120

HS clients were predominantly men, Latinx, and were aged 50 and older



HS Client Demographics, Year 34, N=292

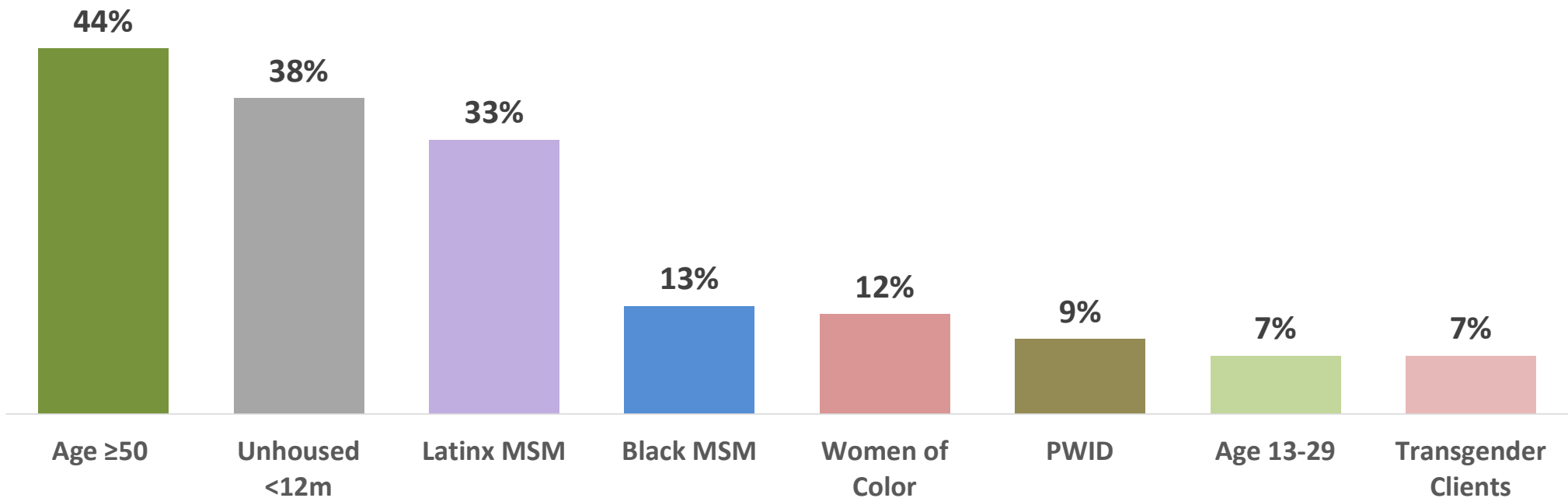


LAC Priority Populations* Accessing HS, Year 34



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- RWP clients **aged 50 and older** represented 44% of HS clients, the largest priority populations
- **Unhoused** at some point during Year 34 people represented about 38% of HS clients
- **Latinx MSM** represented a third of HS clients

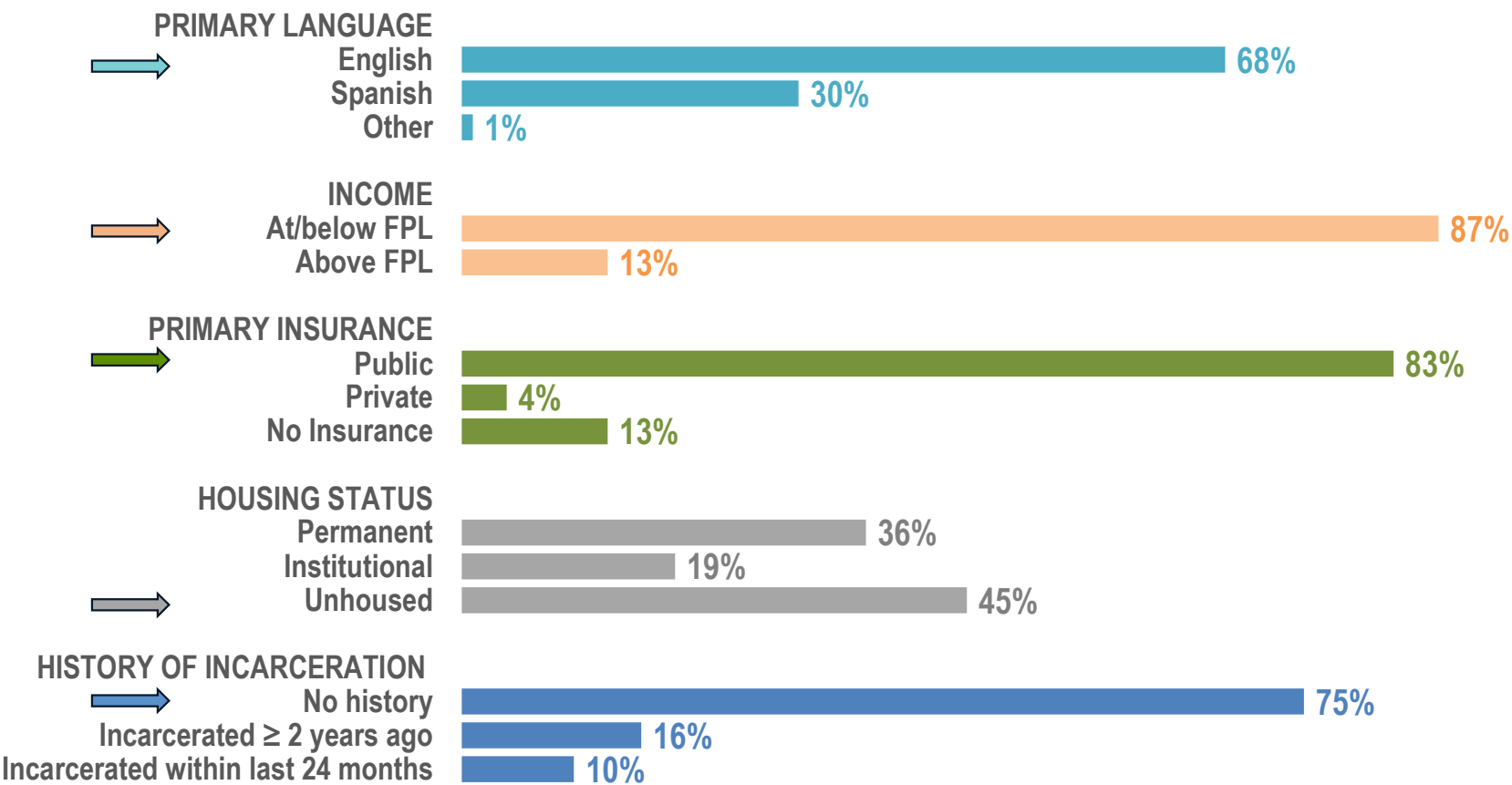


*Priority population groups are not mutually exclusive, they may overlap



Most HS clients were English-speakers, living \leq FPL, had public insurance, were unhoused, and had no history of incarceration

HS Client Health Determinants, Year 34, N=292



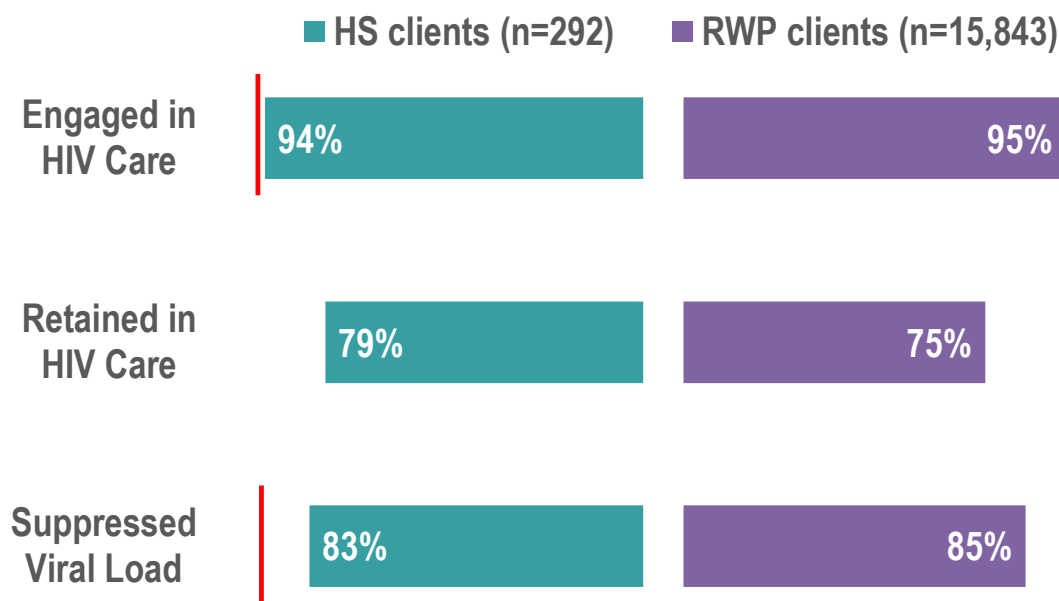
HIV Care Continuum in HS Clients, Year 34



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- Engagement^a and viral load suppression^c percentages were lower for HS clients compared to RWP clients overall, Year 34 Retention in care^b was higher among housing clients than RWP clients overall

- HS clients did not meet the EHE targets



^a**Engagement in Care** defined as 1 ≥ viral load, CD4 or genotype test reported in the 12-month period based on HIV laboratory data as of 5/5/2025

^b**Retention in care** defined as 2 ≥ viral load, CD4 or genotype test reported >30 days apart in the 12-month period based on HIV laboratory data as of 5/5/2025

^c**Viral suppression** defined as most recent viral load test <200 copies/mL in the 12-month period based on HIV laboratory data as of 5/5/2025

— 95% Target

Data source: HIV Casewatch as of 5/1/2025

Benefit Specialty Services (BSS)



14% decrease in service utilization in Year 34 compared to Year 33

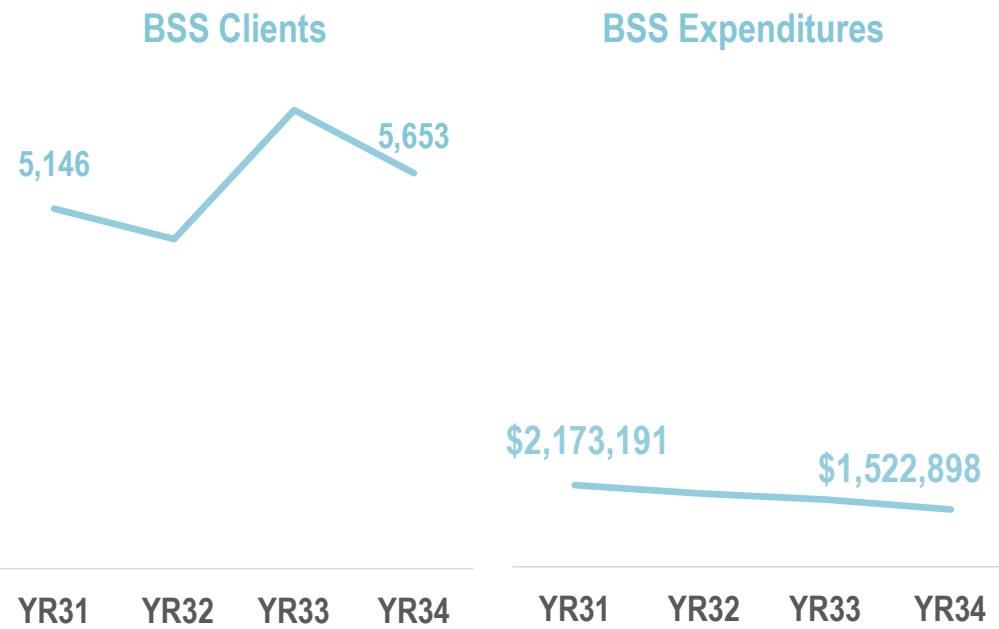


15% decrease in expenditures in Year 34 compared to Year 33



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- A total of **5,653 unique clients** received **BSS**, representing **36% of RWP clients**
- While **BSS utilization** varied in the past 4 years, expenditures have **decreased**.



BSS Service Utilization & Expenditures Summary, Year 34



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Public Health

Service Category	Unique Clients Served	Service Unit(s)	Total Service Units	Units <u>per client</u>	Expenditures	Expenditures <u>per client</u>
BSS	5,653	23,541	Hours	4	\$1,522,898	\$269

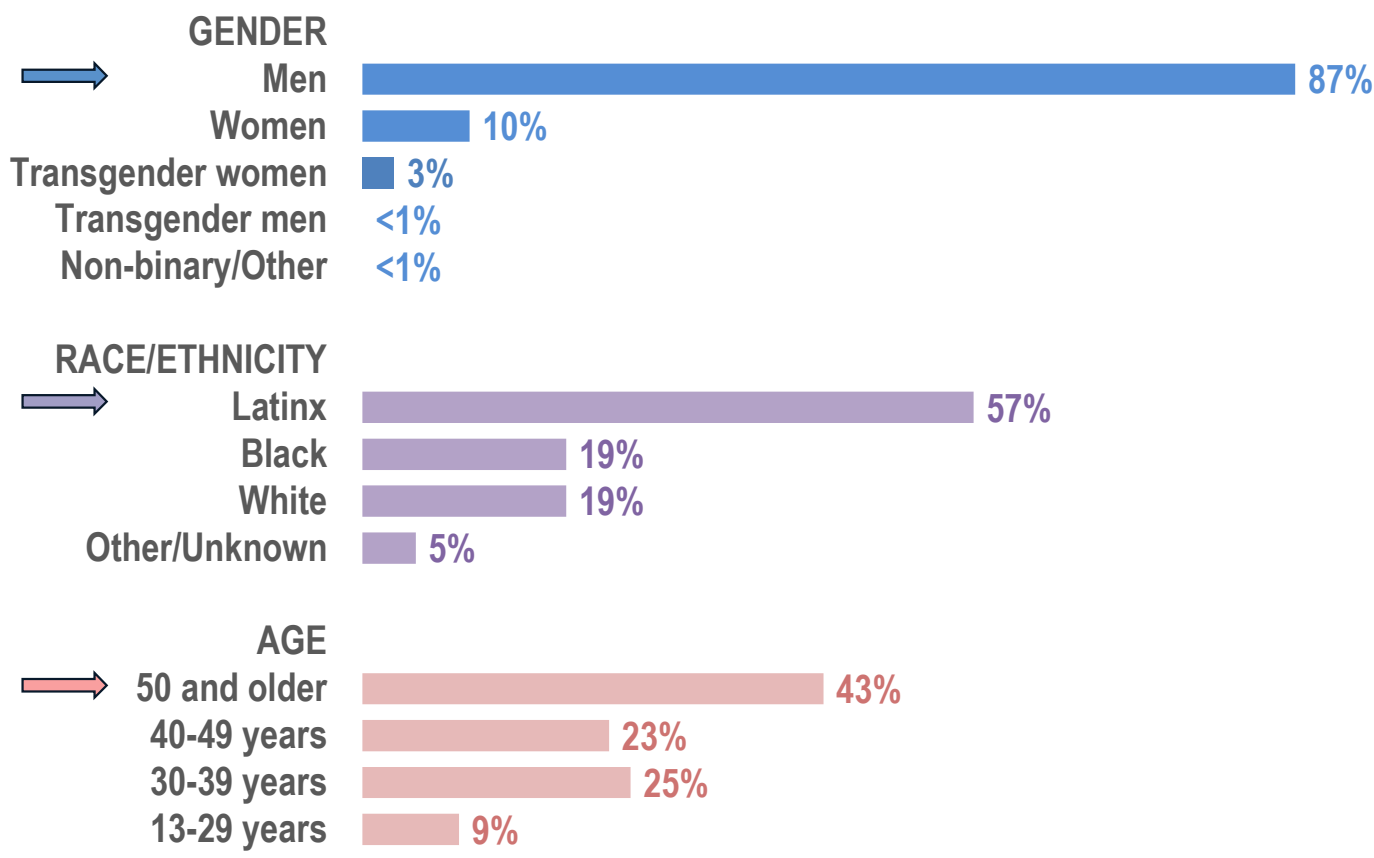
Funding Source:

- Part A - \$1,522,898

Most BSS clients were men, Latinx, and were aged 50 and older



BSS Client Demographics, Year 34, N=5,653

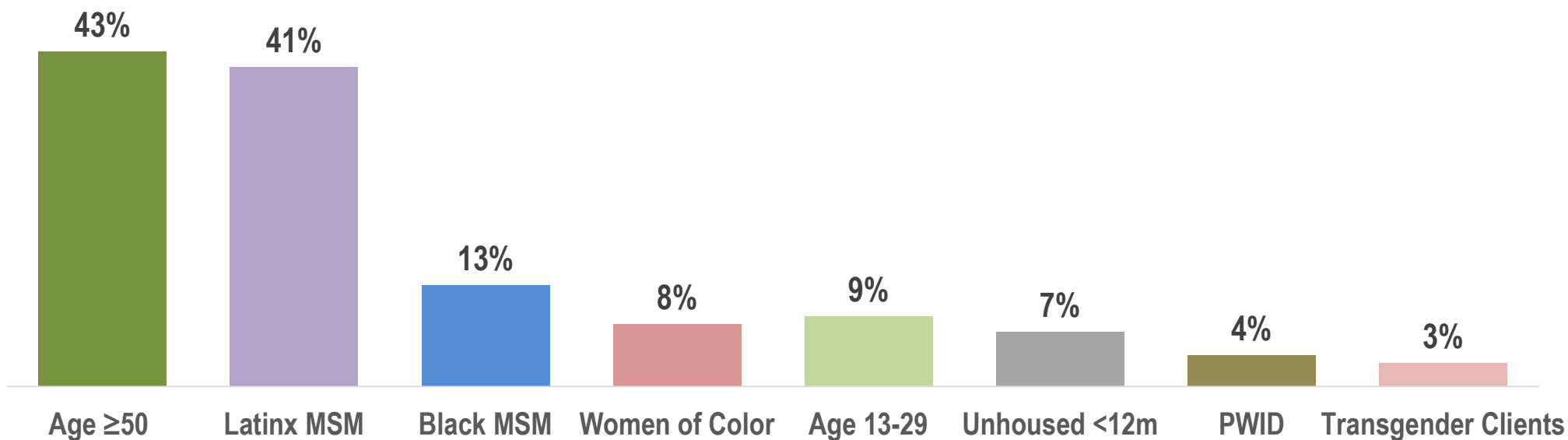


LAC Priority Populations* Accessing BSS, Year 34



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- **Clients age ≥ 50** represented the **largest percentage of BSS clients**
- **Latinx MSM** clients were the second highest priority population served by BSS

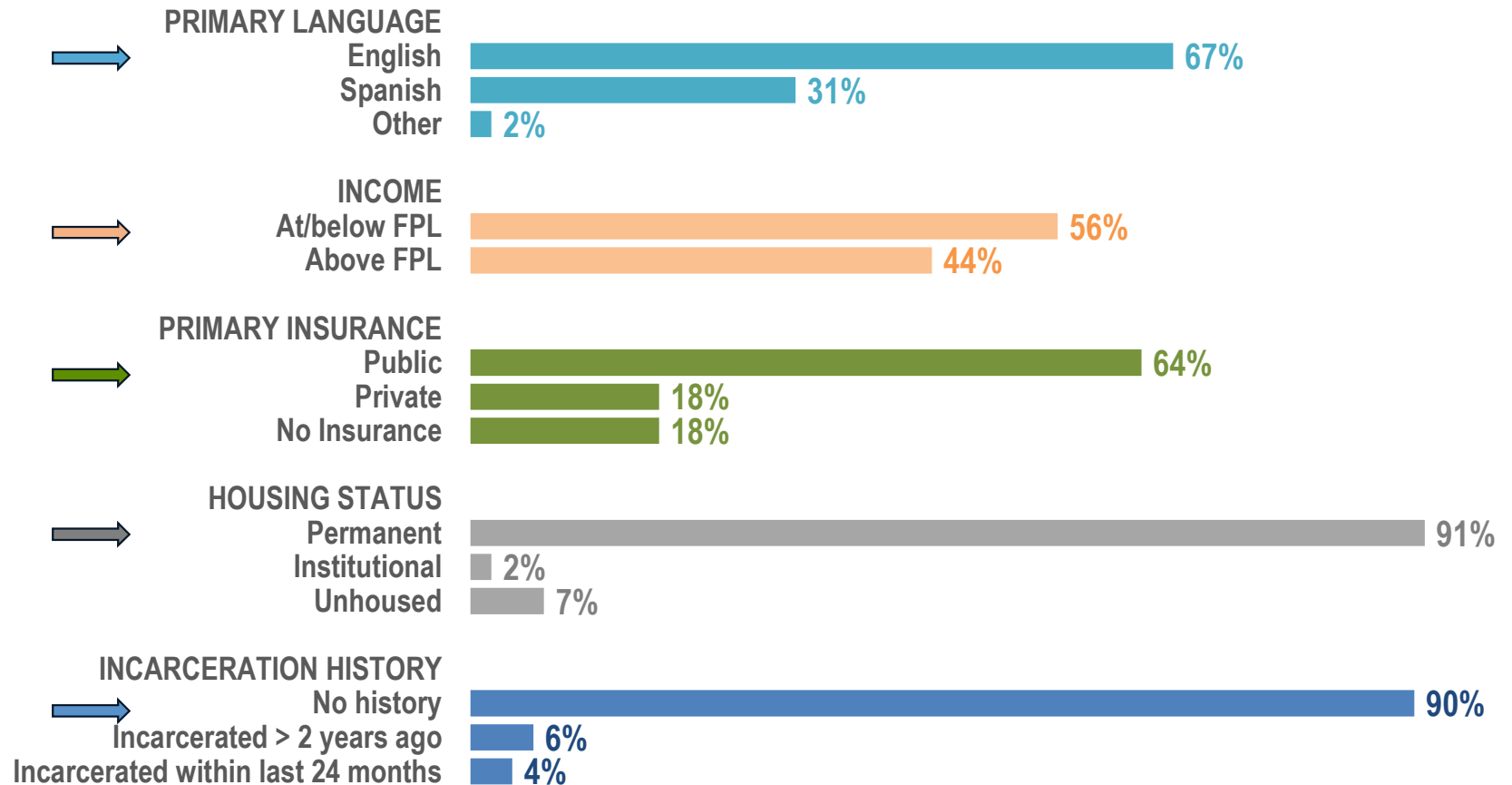


*Priority population groups are not mutually exclusive, they may overlap

Most BSS clients were English-speakers, were living \leq FPL, had public insurance, were permanently housed, and had no history of incarceration



BSS Client Health Determinants, Year 34, N=5,653

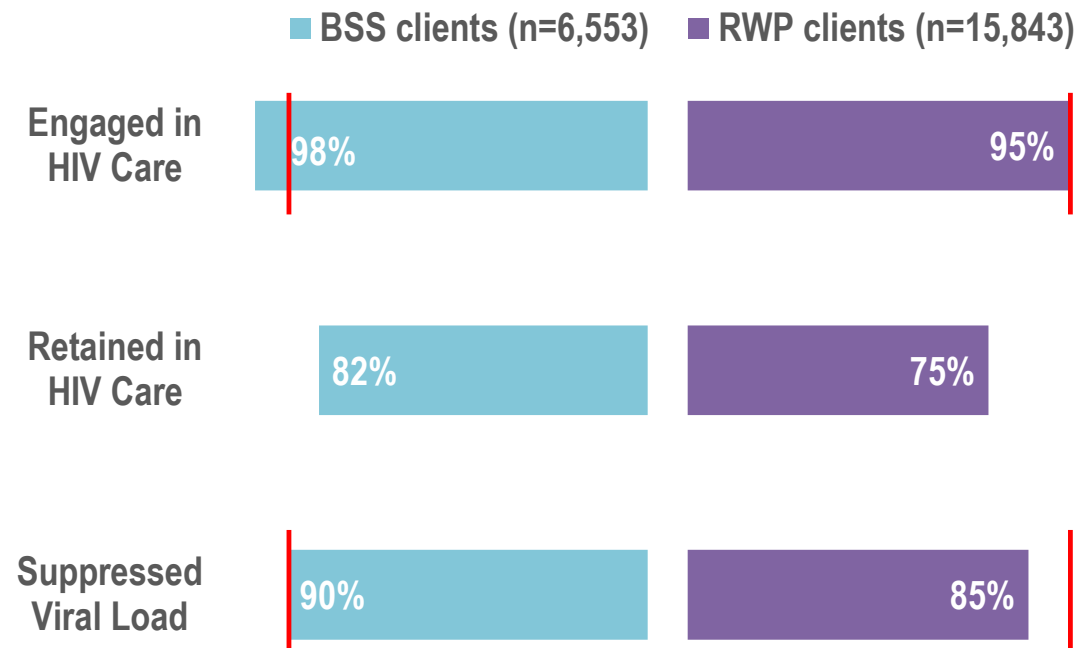


HIV Care Continuum in BSS clients, Year 34



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- Engagement^a, retention^b, and viral load suppression^c percentages were higher for BSS clients compared to RWP clients overall, Year 34
- BSS clients did not meet the EHE target of 95% for viral suppression. However, they met the local target of 95% for engagement in care.



^a**Engagement in Care** defined as 1 ≥ viral load, CD4 or genotype test reported in the 12-month period based on HIV laboratory data as of 5/5/2025

^b**Retention in care** defined as 2 ≥ viral load, CD4 or genotype test reported >30 days apart in the 12-month period based on HIV laboratory data as of 5/5/2025

^c**Viral suppression** defined as most recent viral load test <200 copies/mL in the 12-month period based on HIV laboratory data as of 5/5/2025

95% Target

Data source: HIV Casewatch as of 5/1/2025

Nutrition Support Services (NS)

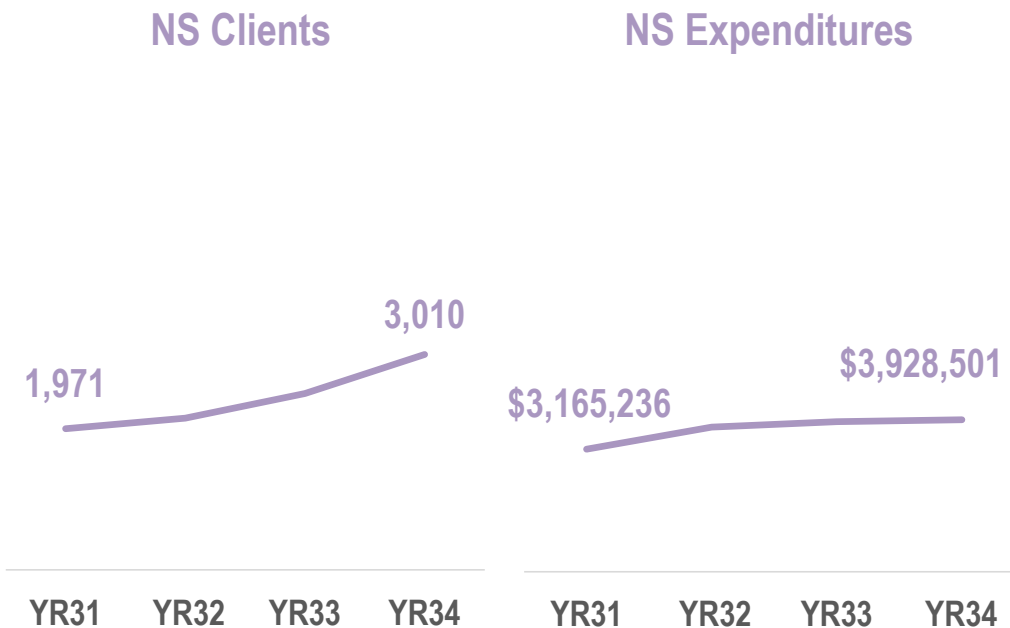
↑ 22% increase in service utilization in Year 34 compared to Year 33

↑ 1% increase in expenditures in Year 34 compared to Year 33



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- A total of **3,010 unique clients** received NS, representing **19% of RWP clients**
 - *Delivered Meals* – **457** clients
 - *Food Bank* – **2,700** clients
- **NS utilization and expenditures increased** in the last four years



NS Service Utilization & Expenditures Summary, Year 34



Service Category	Unique Clients Served	Service Unit(s)	Total Service Units	Units per client	Expenditures	Expenditures per client
NS	3,010	Various	507,949	169	\$3,928,501	\$1,305
Delivered Meals	457	Meals	270,390	592	\$2,597,212	\$5,683
Food Bank	2,700	Bags of groceries	237,559	88	\$1,331,289	\$493

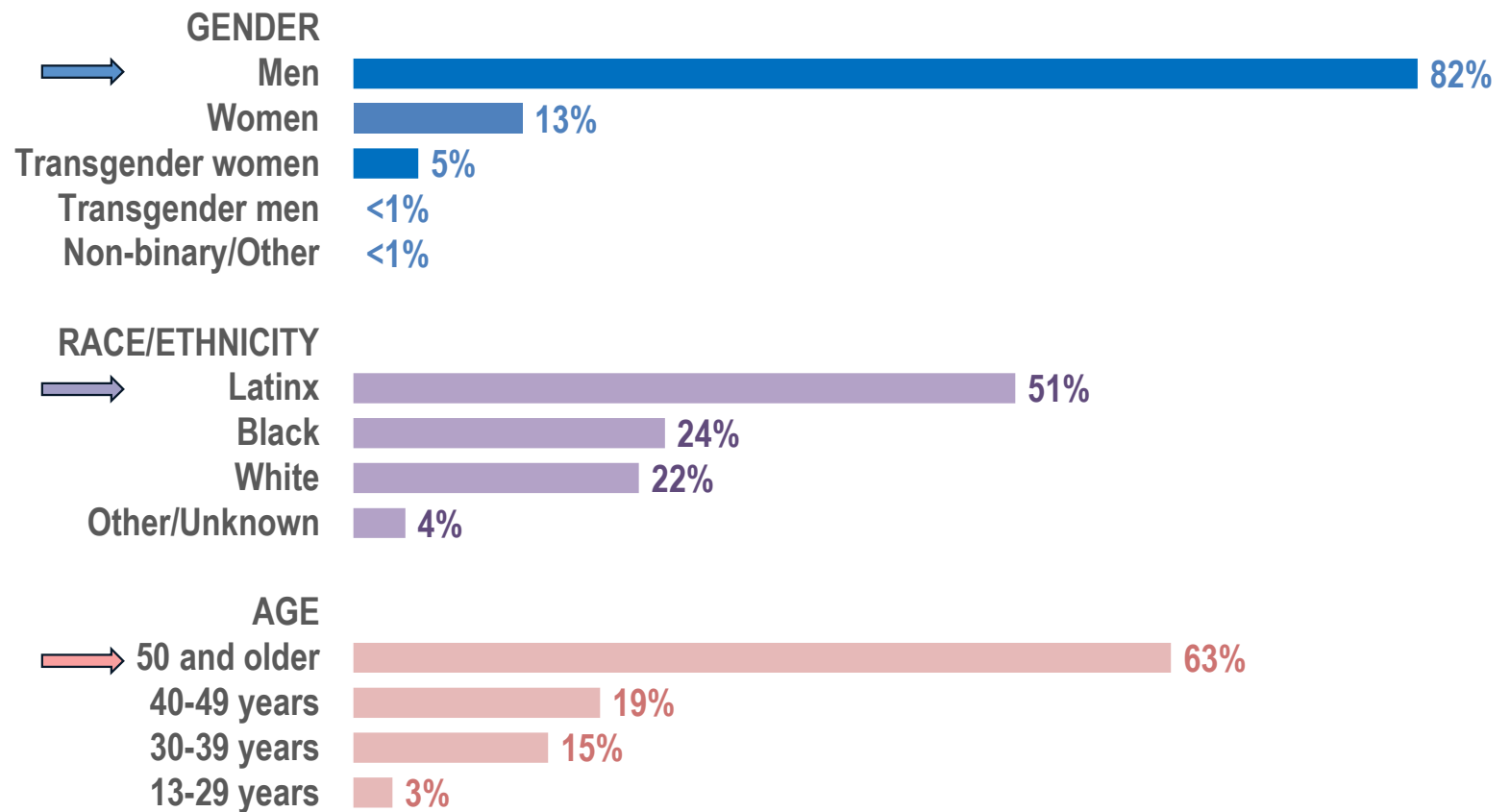
Funding Source:

- Part A - \$2,597,212
- HRSA EHE - \$1,000,000
- HIV NCC - \$331,289

Most NS clients were men, Latinx and were aged 50 and older



NS Client Demographics Year 34, N=3,010

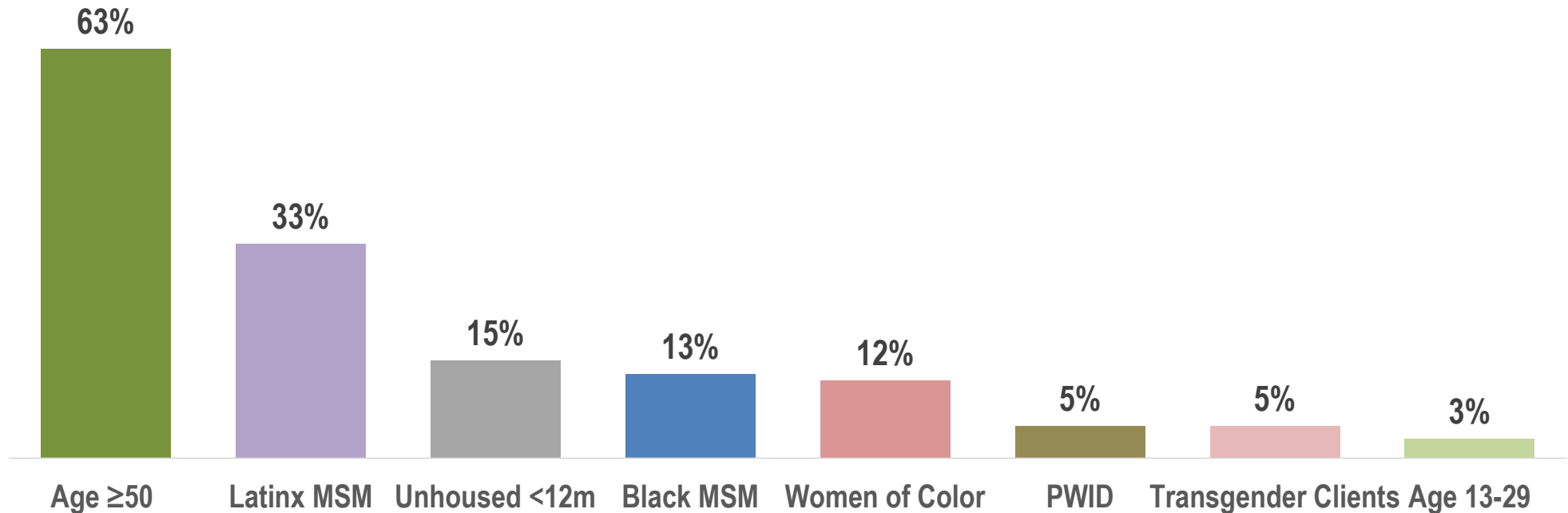


LAC Priority Populations* Accessing NS, Year 34



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- **Clients age ≥ 50** represented most NS utilization clients (including subservices)
- **Latinx MSM** clients were the second highest NS utilization clients (including subservices)

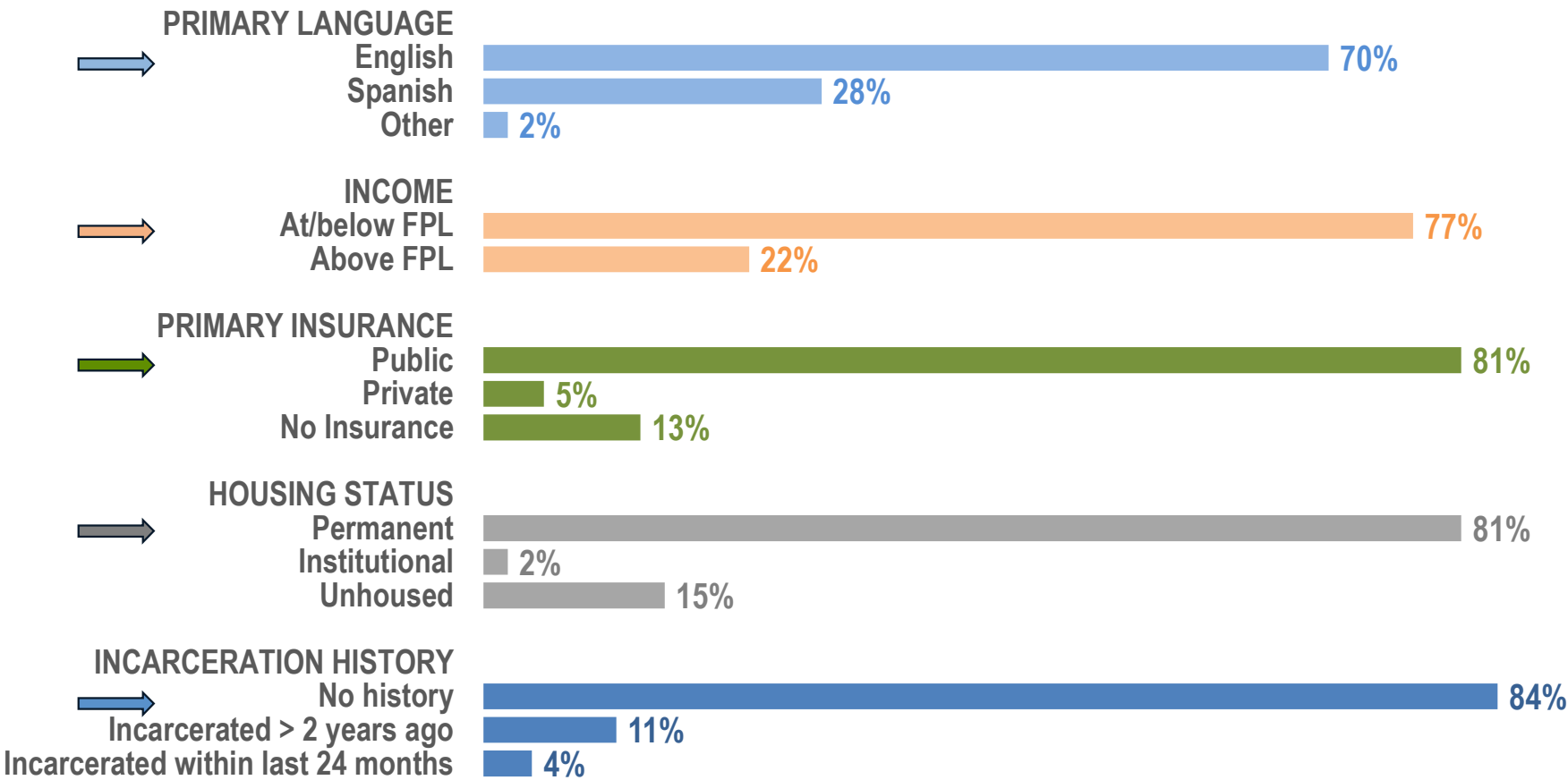


*Priority population groups are not mutually exclusive, they may overlap

Most of NS clients were English-speakers, lived ≤ FPL, had public insurance, were permanently housed, and had no history of incarceration



NS Client Health Determinants, Year 34, N=3,010



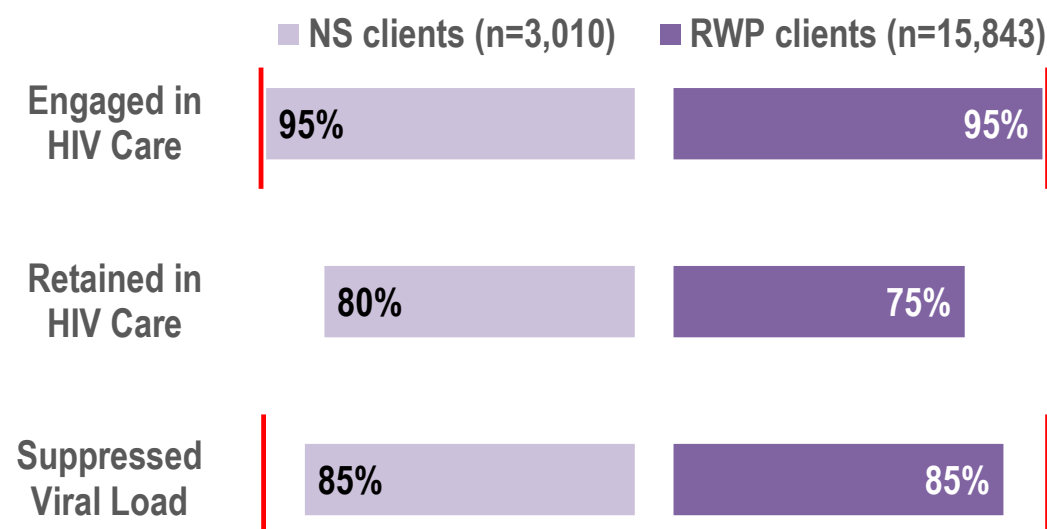
HIV Care Continuum in NS Clients, Year 34



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- Engagement^a and viral load suppression^c percentages were similar for NS service clients compared to RWP clients in Year 34. Retention in care^b was higher among NS clients than RWP clients overall

- NS service clients did not meet EHE or local targets



^a**Engagement in Care** defined as 1 ≥ viral load, CD4 or genotype test reported in the 12-month period based on HIV laboratory data as of 5/5/2025

^b**Retention in care** defined as 2 ≥ viral load, CD4 or genotype test reported >30 days apart in the 12-month period based on HIV laboratory data as of 5/5/2025

^c**Viral suppression** defined as most recent viral load test <200 copies/mL in the 12-month period based on HIV laboratory data as of 5/5/2025

95% Target

Data source: HIV Casewatch as of 5/1/2025

Substance Use Residential (SUR) Services

➡ No significant changes in the number of clients served.

⬆ 34% increase in expenditures in Year 34 compared to Year 33

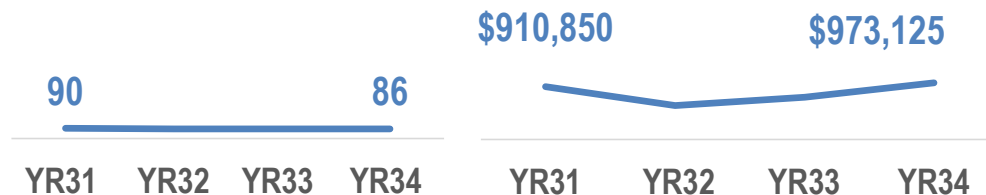


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- A total of **86 unique clients** received **SUR** services, represented **<1% of RWP clients**.
- While **utilization of SUR services** had no significant changes over four years, **expenditures increased** considerably.

SUR Clients

SUR Expenditures



SUR Service Utilization & Expenditures Summary, Year 34



COUNTY OF LOS ANGELES
Public Health

Service Category	Unique Clients Served	Service Unit(s)	Total Service Units	Units <u>per client</u>	Expenditures	Expenditures <u>per client</u>
SUR	86	Days	12,975	151	\$973,125	\$11,315

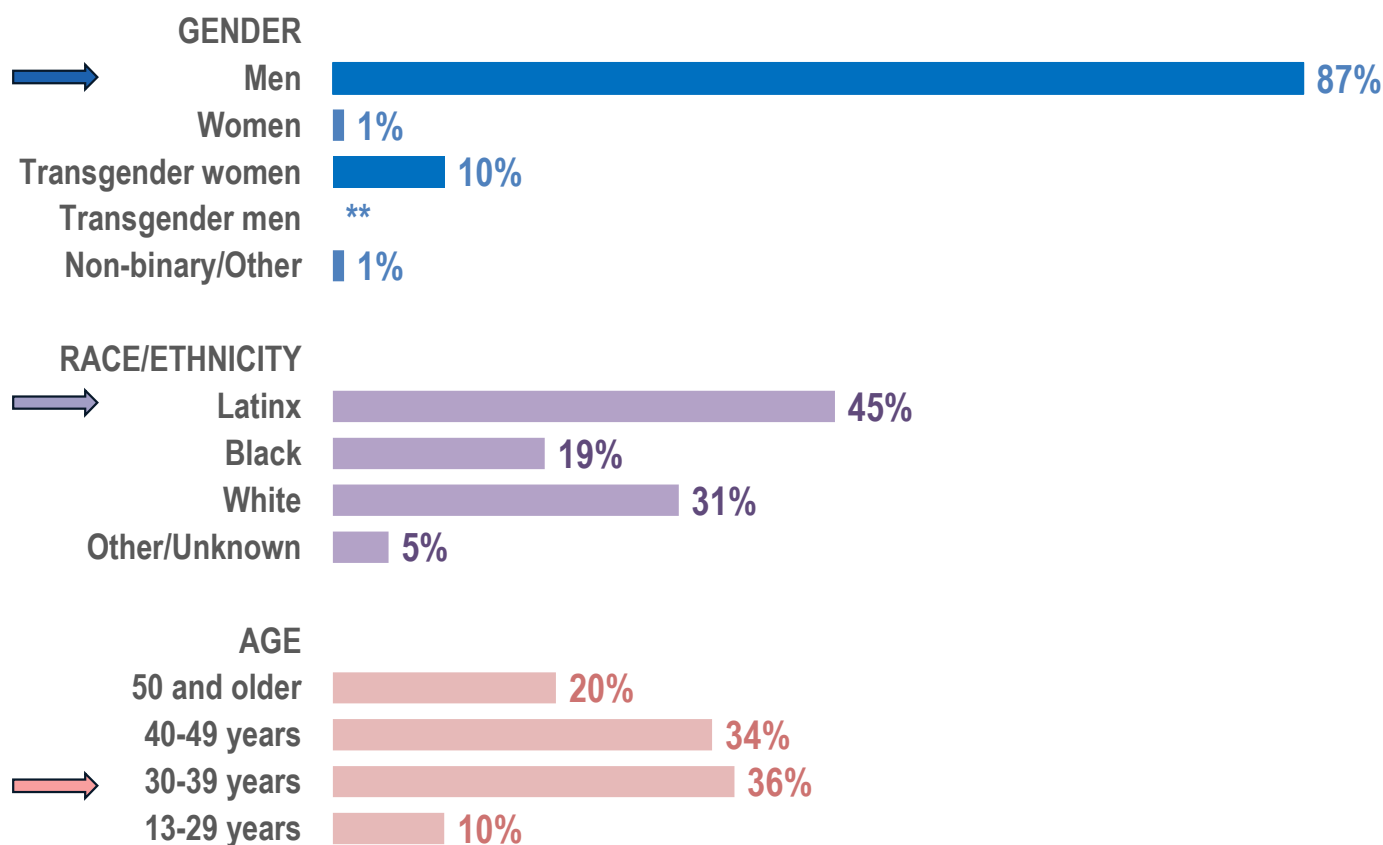
Funding Source:

- *Part B - \$891,175*
- *SAPC Non-DMC - \$55,000*
- *HIV NCC - \$ 6,950*

SUR clients were predominantly men, Latinx, and aged 30-39 years old



SUR Client Demographics, Year 34, N=86

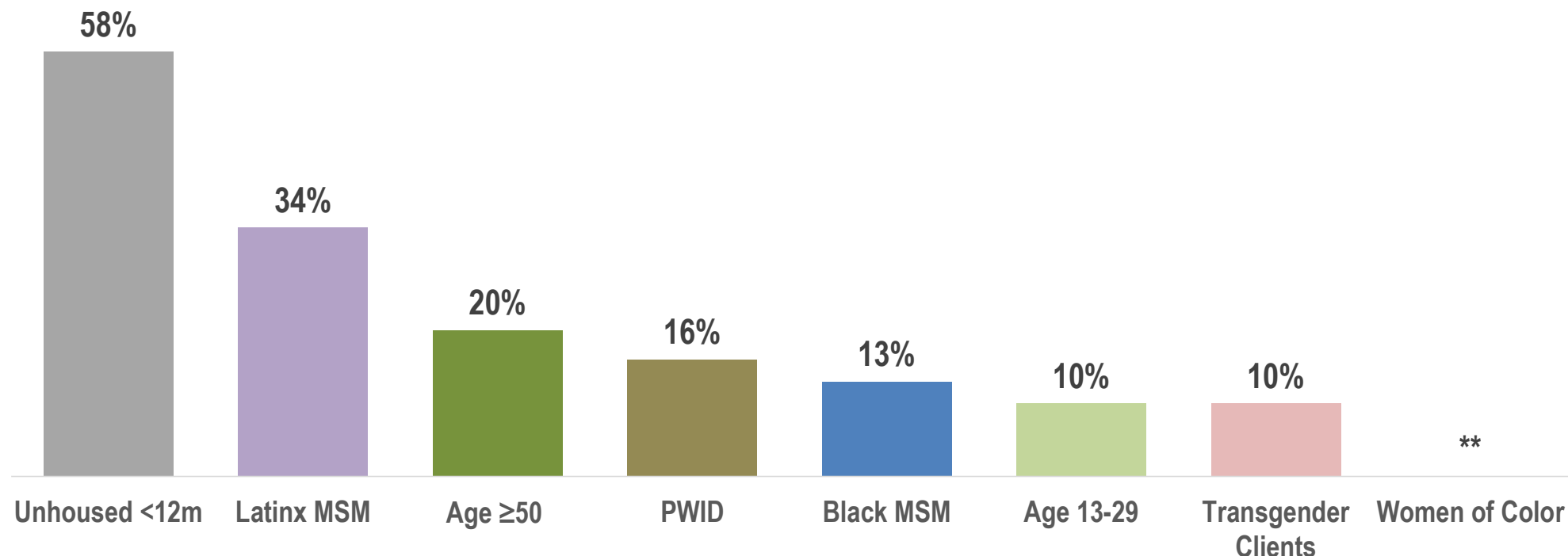


LAC Priority Populations* Accessing SUR, Year 34



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- **Unhoused** at some point during Year 34 clients represented the majority of SUR clients
- **Latinx MSM** were the next highest served by SUR followed by people aged 50 and older

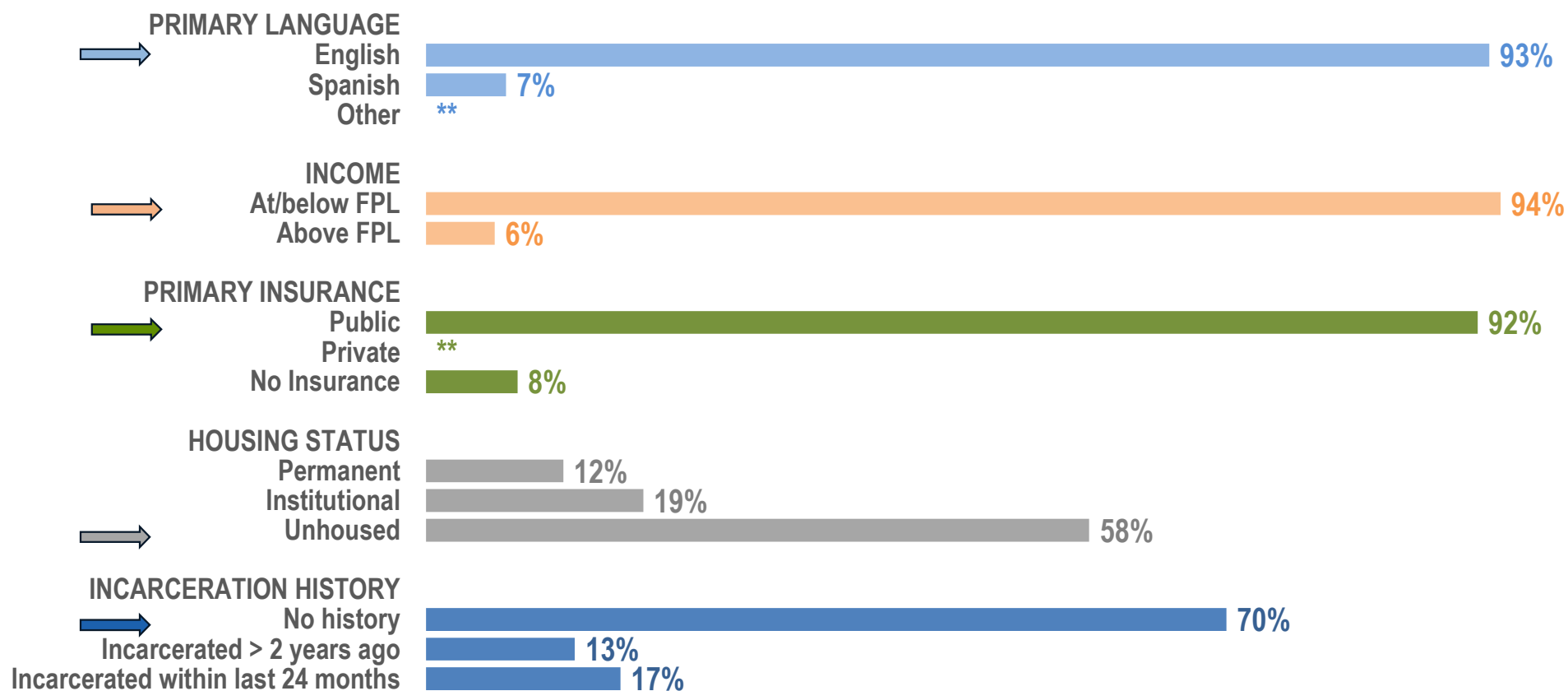


*Priority population groups are not mutually exclusive, they may overlap

SUR clients were predominantly English-speakers, living \leq FPL, had public insurance, were unhoused, and had no incarceration history.



SUR Client Health Determinants, Year 34, N=86

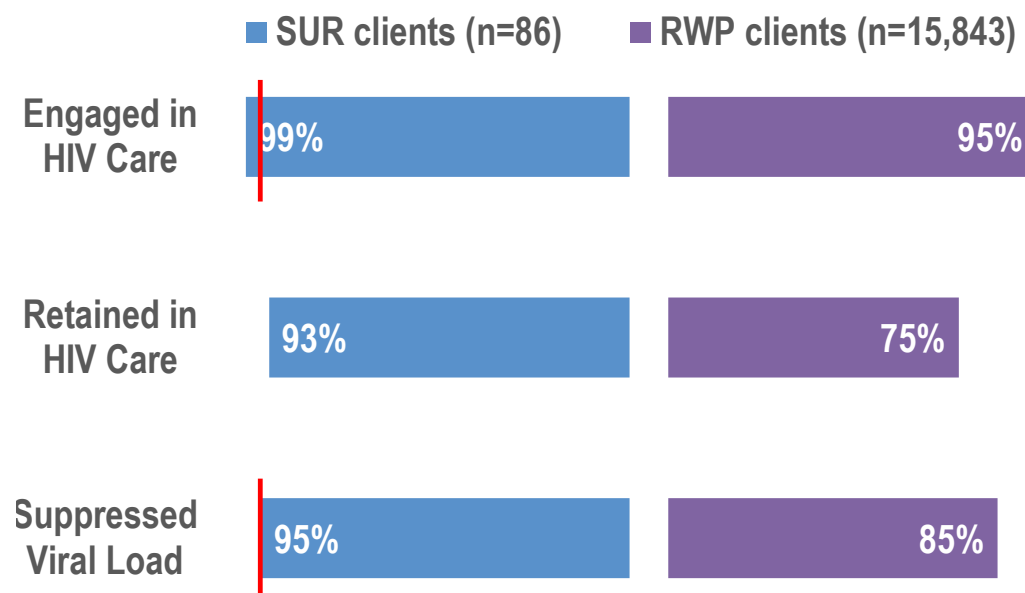


HIV Care Continuum in SUR Clients, Year 34



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- Engagement^a, retention^b, and viral load suppression^c percentages were higher for SUR clients compared to RWP clients overall, Year 34
- SUR clients met the EHE target of 95% for viral suppression and the local target of 95% for engagement in care



^a**Engagement in Care** defined as 1 ≥ viral load, CD4 or genotype test reported in the 12-month period based on HIV laboratory data as of 5/5/2025

^b**Retention in care** defined as 2 ≥ viral load, CD4 or genotype test reported >30 days apart in the 12-month period based on HIV laboratory data as of 5/5/2025

^c**Viral suppression** defined as most recent viral load test <200 copies/mL in the 12-month period based on HIV laboratory data as of 5/5/2025

— 95% Target

Data source: HIV Casewatch as of 5/1/2025

Linkage and Re-engagement Program (LRP)

↓ 40% decrease in service utilization in Year 34 compared to Year 33

→ No significant decrease in expenditures in Year 34 compared to Year 33

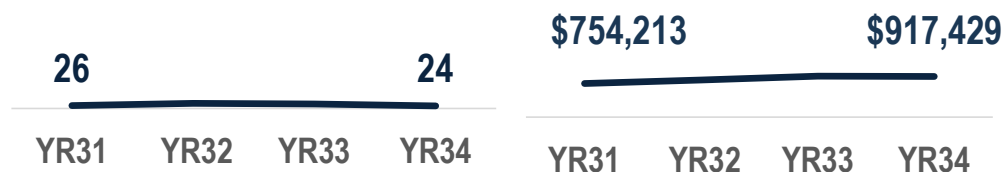


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- A total of **24 unique clients** received **LRP** services, representing **<1% of RWP clients**
- While **utilization of LRP service decreased** in the past 4 years, **expenditures increased**

LRP clients

LRP expenditures



LRP Service Utilization & Expenditures Summary, Year 34



Service Category	Unique Clients Served*	Service Unit(s)	Total Service Units	Units per client	Expenditures	Expenditures per client
LRP	24	Hours	479	20	\$917,429	\$38,226

Funding Source:

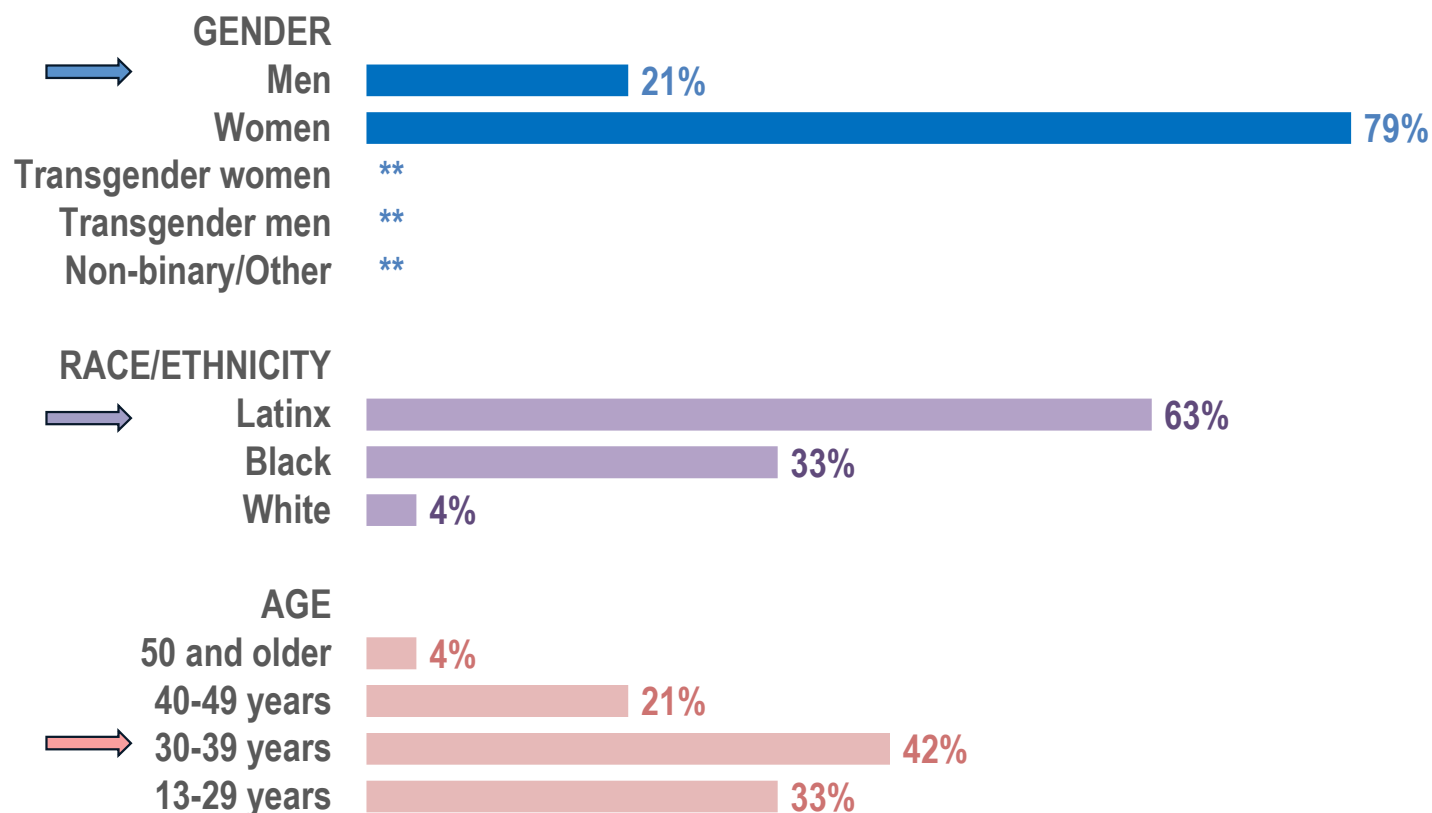
- HRSA EHE- \$697,379
- HIV NCC- \$220,050

**244 referrals for LRP, 196 accepted referrals; 24 served by LRP entered in CaseWatch*

Most LRP clients were women, Latinx, and aged 39 years and below



LRP Client Demographics, Year 34, N=24

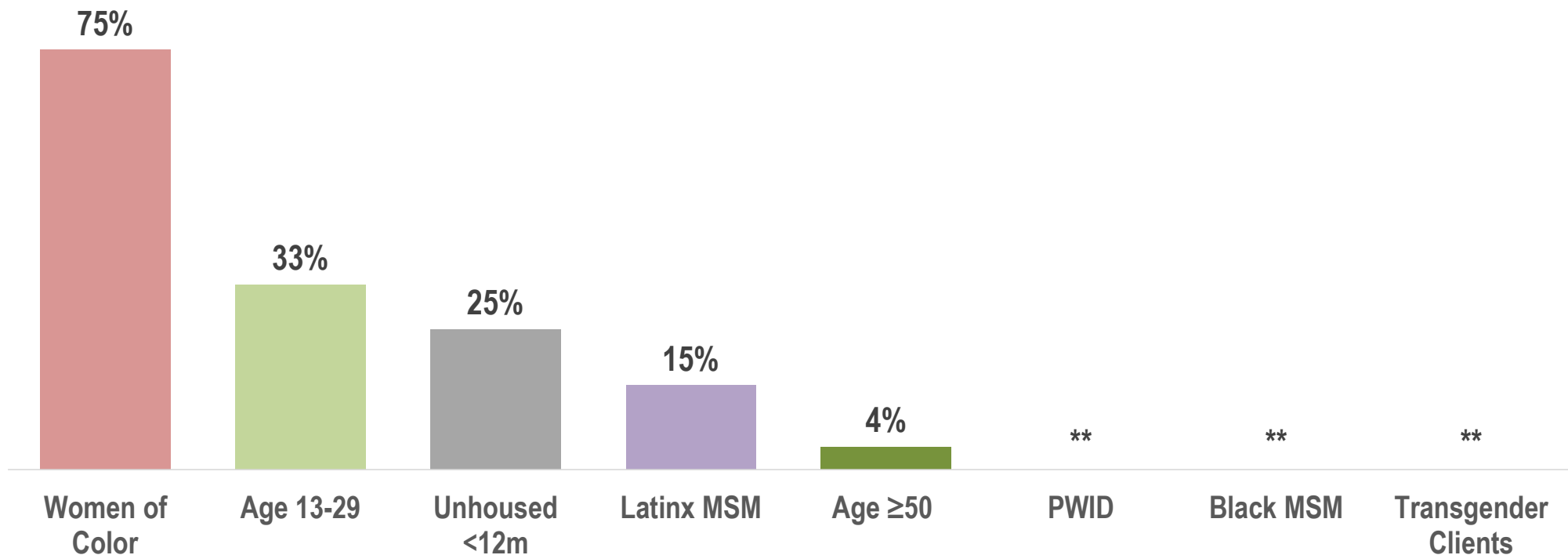


LAC Priority Populations* Accessing LRP, Year 34



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- **Women of color** represented the majority of LRP clients
- LRP clients **aged 13-29** and recently **unhoused** were the second highest priority population



*Priority population groups are not mutually exclusive, they may overlap

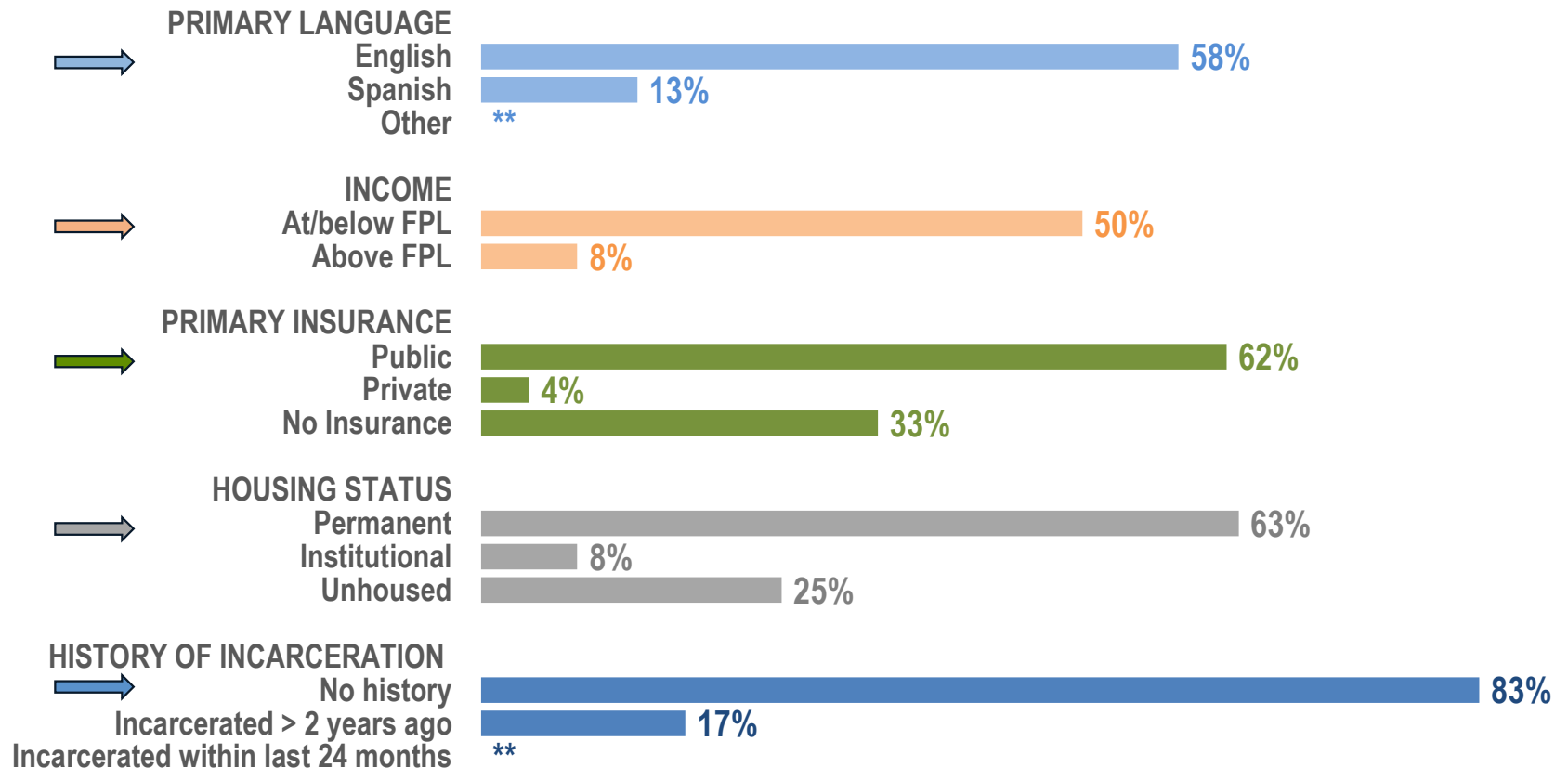
Most of LRP clients were English-speakers, living ≤ FPL, insured, permanently housed, and had incarceration history

SC0



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LRP Client Health Determinants, Year 34, N=24



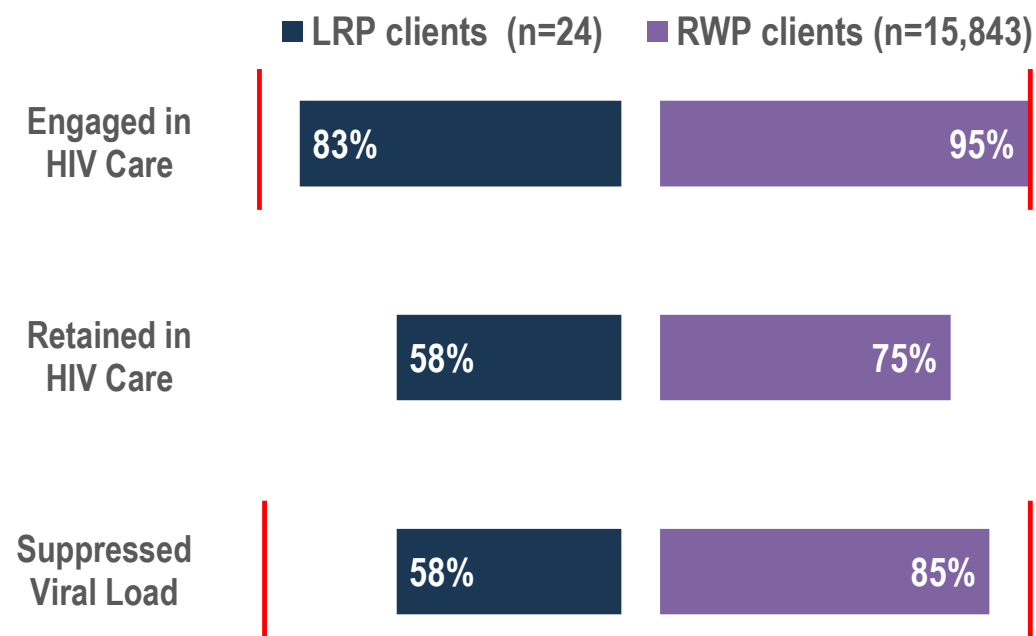
Totals may not sum to 100% due to incomplete reporting

HIV Care Continuum in LRP clients, Year 34



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Public Health

- Engagement^a, retention in care^b, and viral suppression^c was lower for LRP clients compared to RWP clients overall, Year 34
- LRP clients did not meet the EHE target of 95% for viral suppression; neither they met the local target of 95% for engagement in care



^a**Engagement in Care** defined as 1 ≥ viral load, CD4 or genotype test reported in the 12-month period based on HIV laboratory data as of 5/5/2025

^b**Retention in care** defined as 2 ≥ viral load, CD4 or genotype test reported >30 days apart in the 12-month period based on HIV laboratory data as of 5/5/2025

^c**Viral suppression** defined as most recent viral load test <200 copies/mL in the 12-month period based on HIV laboratory data as of 5/5/2025

— 95% Target

Data source: HIV Casewatch as of 5/1/2025

Expenditures for Support RWP Services, Year 34



EFA	<i>\$2,975,974</i>
HS	<i>\$10,412,224</i>
BSS	<i>\$1,522,898</i>
NS	<i>\$3,928,501</i>
SUR	<i>\$973,125</i>
LRP	<i>\$917,429</i>

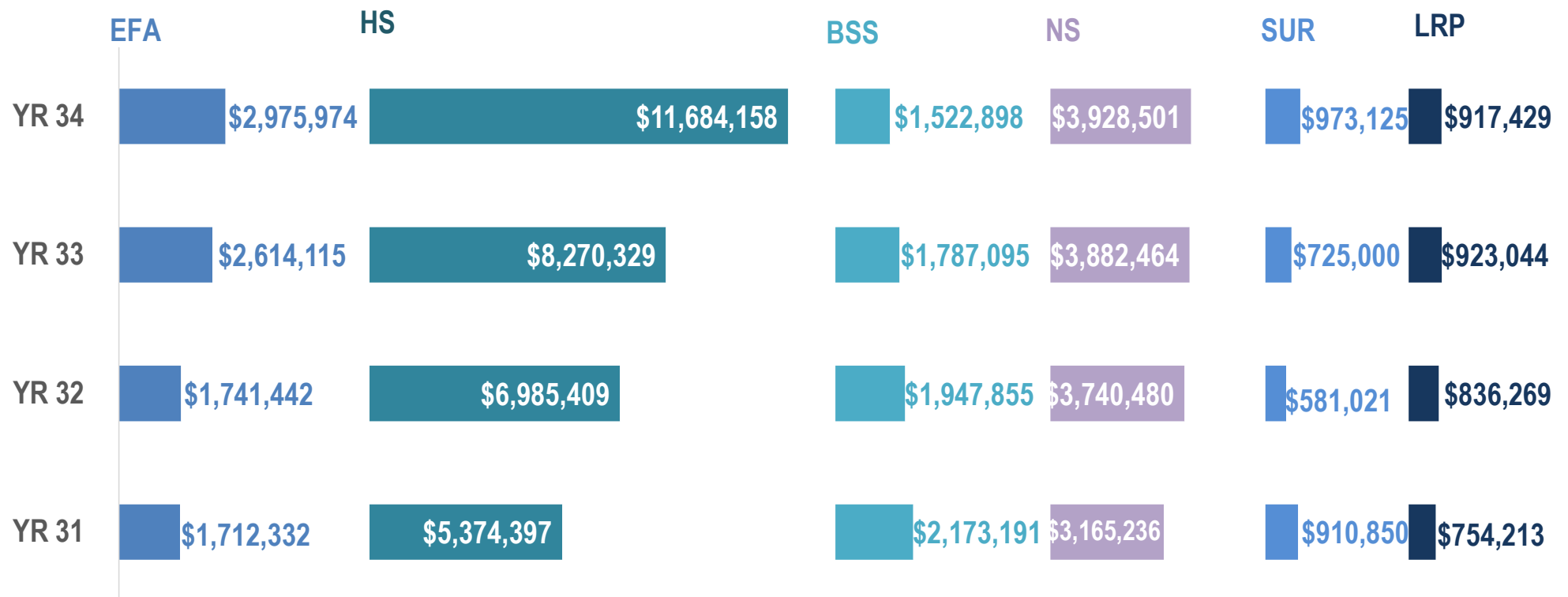
Expenditures by Support Service Category, Years 31-34



EFA, HS, NS, SUR services expenditures increased since Year 31 or 32 with the highest in Year 34.

LRP expenditures also increased compared to Years 31-32.

Expenditures for BSS decreased over four years.



Expenditures per Client for Support RWP Services, Year 34



- The **highest expenditures per client** were spent for **HS**, followed by **LRP** services.
- The **lowest expenditures per client** were spent for **BSS**, followed by **NS** Support services.

Service Category	Number of clients	% of RWP clients	Expenditures	% of expenditures	Expenditures per client
LRP	24	<1%	\$917,429	2%	\$38,226
HS	292	2%	\$10,412,224	18%	\$35,658
SUR	86	<1%	\$973,125	2%	\$11,315
EFA	730	4%	\$2,975,974	6%	\$4,077
NS	3,010	19%	\$3,928,501	8%	\$1,305
BSS	5,653	36%	\$1,522,898	4%	\$269

Early Intervention Services*

\$2,143,916

Legal*

\$1,073,964

Transportation*

\$738,442

*No information on these services in CaseWatch

Top 5 RWP Services Utilized

Year 34

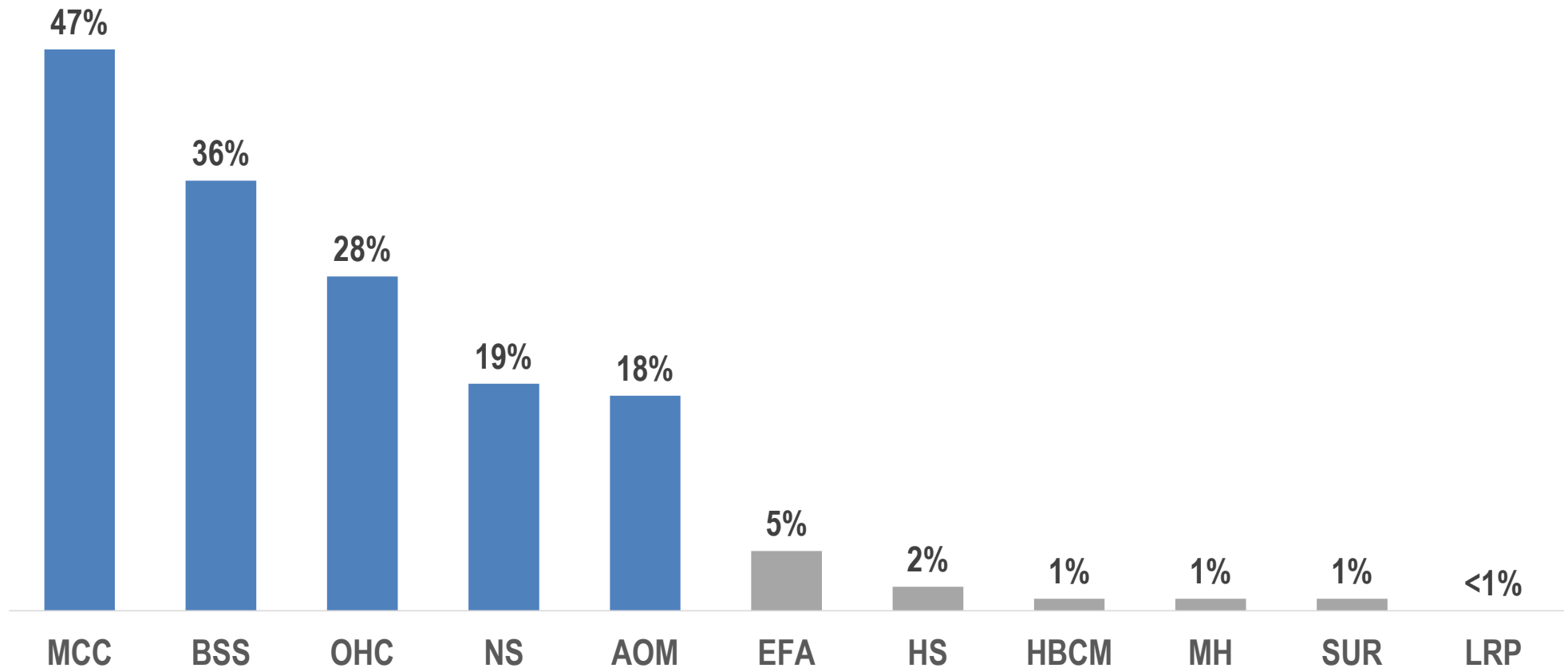


The top five services utilized by RWP clients in Year 34 were MCC, BSS, Oral Health, Nutrition Support and AOM



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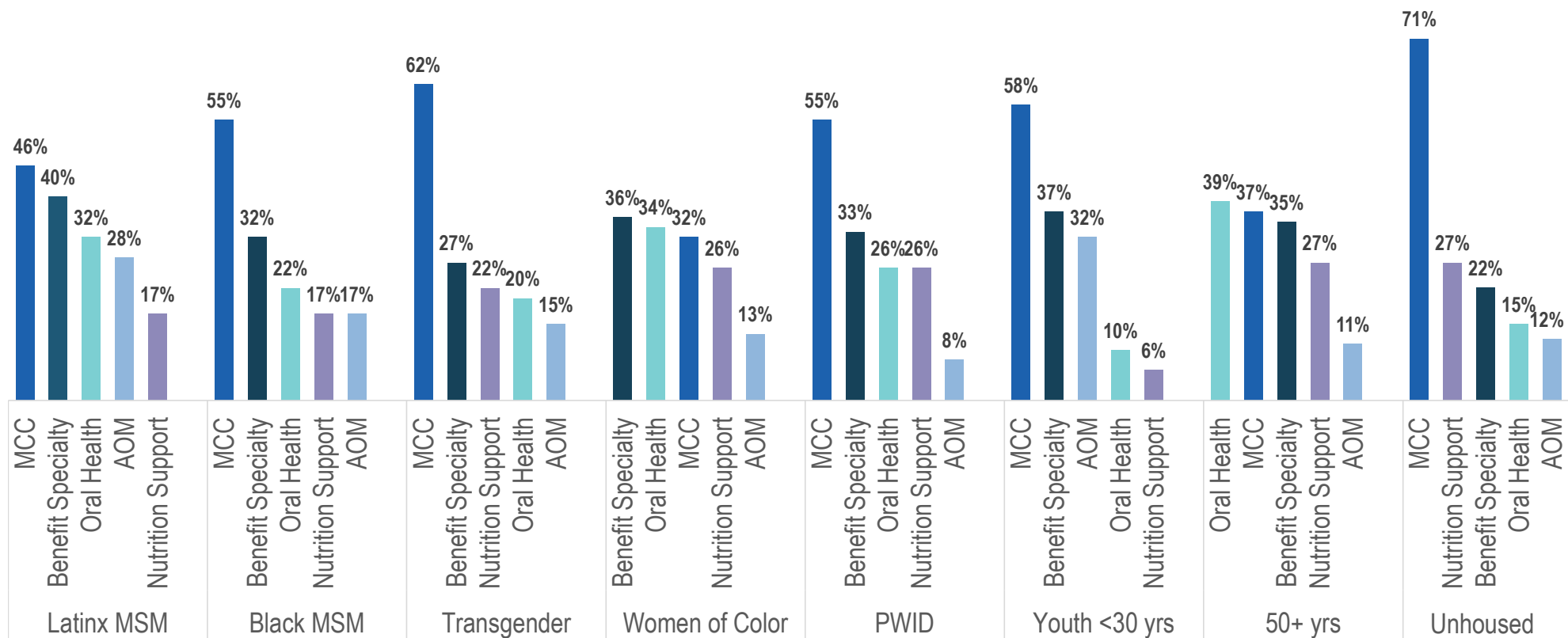
Utilization of RWP services in Year 34



The most utilized RWP service by most priority populations was MCC and the second most used service was Benefit Specialty.



Top 5 RWP Services Used by Priority Populations, Year 34



Key Takeaways

- Support Services Utilization
- Client Demographics
- HIV Care Continuum Outcomes
- Expenditures



Support Service Utilization, Years 31-34



EFA

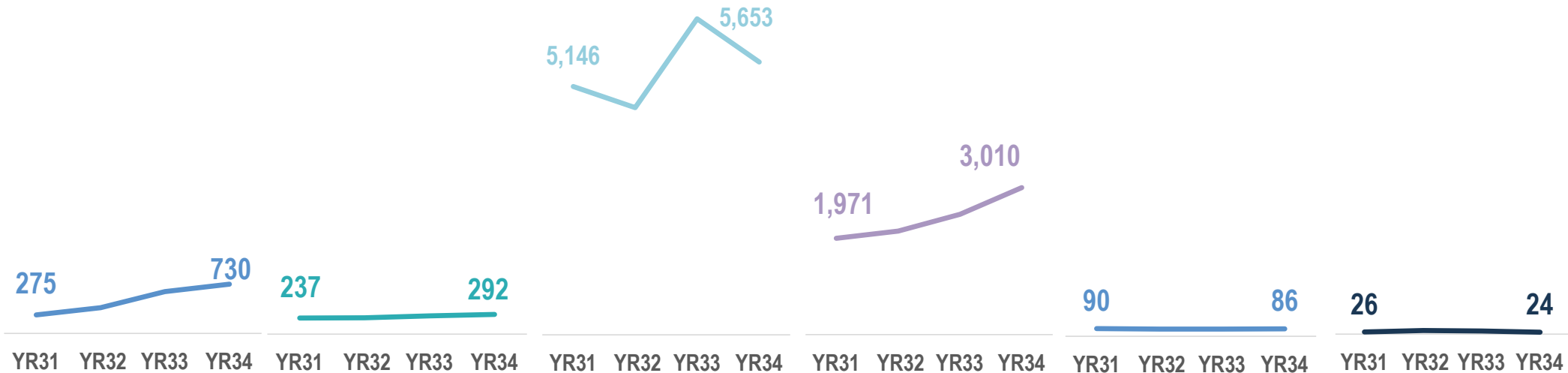
HS

BSS

NS

SUR

LRP



Service	Year 34 Service Utilization Impact	Reasons for Year 34 Impact
EFA	Increased utilization	High demand
HS	Increased utilization	High demand
BSS	Decreased utilization	
NS	Increased utilization	High demand
SUR	No major changes in utilization	
LRP	Decreased utilization	Very small pool of clients

Key Takeaways: Client Demographics



	RWP n=15,843	EFA n=730	HS n=292	BSS n=5,653	NS n=3,010	SUR n=86	LRP n=24
GENDER							
Men	86%	92%	79%	87%	82%	87%	21%
Women	10%	12%	14%	10%	13%	10%	79%
Transgender Women	4%	5%	7%	3%	5%	1%	**
Trangender Men	0%	<1%	<1%	<1%	<1%	**	**
Non-binary/Other	0%	1%	<1%	<1%	<1%	1%	**
RACE/ETHNICITY							
Latinx	53%	44%	53%	57%	51%	45%	63%
Black	23%	32%	26%	19%	24%	31%	33%
White	21%	21%	19%	19%	22%	19%	4%
Other/Unknown	5%	3%	2%	5%	4%	5%	
AGE							
50 and older	44%	45%	44%	43%	63%	20%	4%
40-49 years	22%	25%	22%	23%	19%	34%	21%
30-39 years	25%	24%	27%	25%	15%	36%	42%
13-29 years	9%	6%	7%	9%	3%	10%	33%

- Mostly **men** across all services, except LRP
- **Latinx** race/ethnicity was most represented across all services
- Services EFA, HS, BSS were mostly used by those age 50+
- SUR used mostly by those age 30-49 years
- LRP used mostly by those age 13-30 years

Key Takeaways: Client Demographics

- Across services, most were **English-speakers**, lived **at/below FPL**, had **public insurance**, and **no incarceration history**
- Notable exceptions
 - More individuals who were **unhoused** accessed **SUR and LRP services**
 - SUR service** had the lowest percent of **Spanish-speaking** clients
 - Higher percent of **incarceration history** among **HS, SUR, LRP** clients

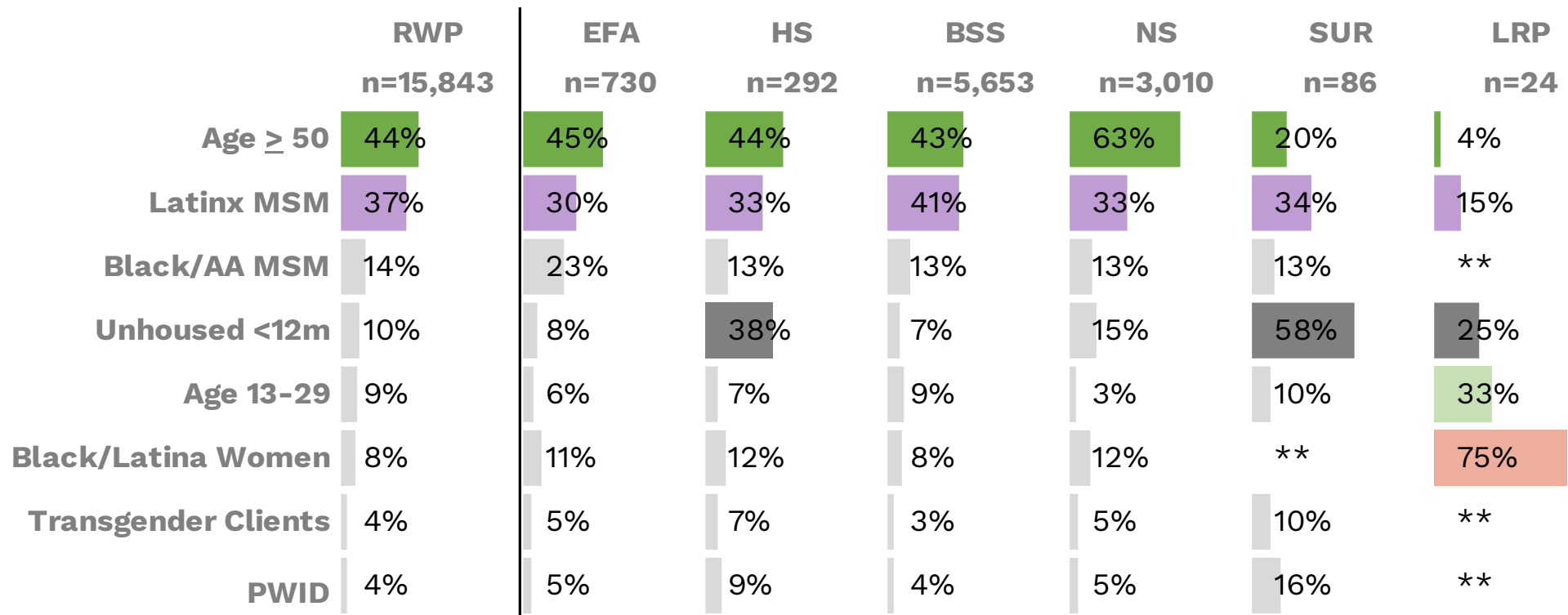
	RWP n=15,843	EFA n=730	HS n=292	BSS n=5,653	NS n=3,010	SUR n=86	LRP n=24
PRIMARY LANGUAGE							
English	72%	79%	68%	67%	70%	93%	58%
Spanish	26%	20%	30%	31%	28%	7%	13%
Other	2%	1%	1%	2%	2%	**	**
INCOME							
At/below FPL	61%	66%	87%	56%	77%	94%	50%
Above FPL	38%	34%	13%	44%	22%	6%	8%
PRIMARY INSURANCE							
Public	63%	74%	83%	64%	81%	92%	62%
Private	14%	14%	4%	18%	5%	**	4%
No insurance	22%	11%	13%	18%	13%	8%	33%
HOUSING STATUS							
Permanent	87%	91%	45%	91%	81%	12%	63%
Institutional	2%	1%	19%	2%	2%	19%	8%
Unhoused	10%	8%	36%	7%	15%	58%	25%
HISTORY OF INCARCERATION							
No history	87%	87%	75%	90%	84%	70%	83%
Incarcerated > 2yrs ago	5%	10%	16%	6%	11%	17%	17%
Incarcerated within last 24 months	7%	3%	10%	4%	4%	13%	**

Totals may not sum to 100% due to incomplete reporting

Key Takeaways: Highest Service Utilization by Priority Population



- People over 50 and Latinx MSM highest utilizers of EFA, HS, BSS, NS
- SUR most accessed by **unhoused < 12m** and **Latinx MSM**
- LRP most accessed by **women of color** and youth **age <30 year**



*Priority population groups are not mutually exclusive, clients may overlap

HIV Care Continuum Outcomes for Support Services, Year 34



COUNTY OF LOS ANGELES
Public Health

Best outcomes were observed among RWP clients using Substance Use Residential (**SUR**), Benefit Specialty Service (**BSS**), and Housing Service (**HS**)

RWP Support Services

Substance Use Residential (SUD)

Benefits Specialty (BSS)

Housing Services (HS)

Emergency Financial Assistance (EFA)

Nutrition Support (NS)

Linkage-Reengagement Program (LRP)

Engagement in Care

99%

98%

97%

97%

95%

83%

Retention in Care

93%

82%

82%

80%

80%

58%

Viral Load Suppression

95%

90%

90%

89%

85%

58%

95% benchmark

95% benchmark

Key Takeaways – Expenditures



EFA

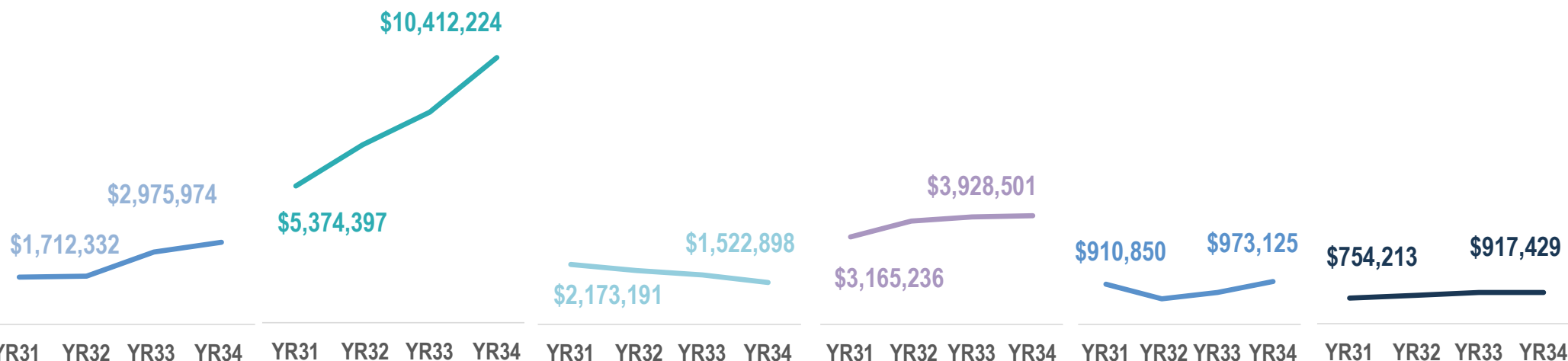
HS

BSS

NS

SUR

LRP



Service	Expenditures per Service	Expenditures per Client	Reasons for Year 34 Changes
EFA	Increased expenditures	Third lowest expenditures per client	Increase in both expenditures and the number of clients
HS	Increased expenditures	Second highest expenditures per client	Considerable increase in both expenditures and the number of clients
BSS	Decreased expenditures	Lowest expenditures per client	Decrease in both expenditures and the number of clients (vacancies?)
NS	No major changes in expenditures	Second lowest expenditures per client	Slight increase in both expenditures and the number of clients
SUR	Increased expenditures	Third highest expenditures per client	Stable number of clients, but increased expenditures (higher cost per day)
LRP	No major changes in expenditures	Highest expenditures per clients	Number of clients considerably decreased, but expenditures did not change

Next Steps



- Examine detailed utilization of RWP services within each LAC priority populations
- Examine RWP services by priority population over time



Questions/Discussion

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- RWP clients



THANK YOU!