



# Shepherd Wellness Community

*Helping people living with  
HIV/AIDS improve their wellness*

## Member Handbook

***Updated 2/1/2024***

*Please see the SWC website for the most  
current version of this document.*

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## **Attachments:**

- Member Application Form
- Certification Information Page
- Certification Check List
- SWC Grievance Form

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# Shepherd Wellness Community

*Helping people living with  
HIV/AIDS improve their wellness*

## 1. Welcome to the Shepherd Wellness Community

Welcome to the Shepherd Wellness Community. We are a community of members, staff, volunteers and board members who are committed to helping people living with HIV/AIDS improve their wellness.

SWC is a unique community where you can find support and understanding, enjoy nutritious meals, make new friends, have fun at outings, picnics and social events, enrich your life through classes or support groups, and hear wellness and healthcare speakers.

We hope this Member Handbook will be a guide to help you understand and make the most of your membership in our community.

If you have questions about our community, please speak with our Executive Director, who is happy to answer your questions and assist you.

## 2. Introduction to the Shepherd Wellness Community

### a. SWC History

In the summer of 1987, four young men living with AIDS, along with a social worker and a physician, met with Episcopal priest Father Lynn Edwards to discuss the effects of AIDS and HIV infection in the Pittsburgh area. Then, as today, Pennsylvania ranked among the ten states with the most cases of AIDS. Yet, there was no place in Pittsburgh where people with this disease could bring their partners, families, and friends to find support and assistance. From this meeting, grew the Shepherd Wellness Community – a center for people with HIV/AIDS and their loved ones.

Our history mirrors the stories of courage, commitment, caring and sharing that mark the course of the disease which initially affected mostly young white gay men.

**In 1985-86** Pittsburgh was reeling from a surge in deaths from what is now known as AIDS. People originally from Pittsburgh returned home when they became ill. They needed support and help, but AIDS caused many to be alienated from their families.

**In 1987**, after a meeting with four men infected with the disease, Fr. Lynn Edwards, along with physician Bill Brandon and social worker Cynthia Klemanski, founded SWC. The men wanted a safe and secure haven where they could socialize with their friends and speak openly without fear. That meeting led to the start of monthly potluck Wellness Dinners at the Church of the Good Shepherd in Hazelwood. SWC became a true community, a non-judgmental, non-sectarian gathering place for those infected, their loved ones and friends.

**In 1989**, a small house in grave need of repair was rented to provide a Drop-In Center in Hazelwood. Members now had a place to meet, watch TV, do laundry and get slightly used clothes. The existence of our growing community meant that many would no longer die alone. Fr. Edwards remarked that in the early years our mission focused on helping people with AIDS to die with dignity.

**In 1990**, Friday Wellness Dinners were moved to the First United Methodist Church in Shadyside due to ever-increasing numbers of people attending. The dinners were held twice each month. Our ritual of the “circle of friendship” before each meal continues to this day.

**In 1994**, the Drop-In Center moved to the parish house of the Church of the Good Shepherd.

**In 1998**, our Center relocated to leased space in the Bloomfield Community United Methodist Church. Executive Director Scott Peterman was hired in 1999.

**In 2000**, SWC began a period of extraordinary growth. New members included heterosexual men, women and children; SWC expanded services to include dinners four times per month with wellness speakers on alternate Fridays. Periodic socials and outings were added to our growing list of programs.

**In 2001**, the Bloomfield Community United Methodist Church and its parsonage were donated to SWC for a dollar. SWC raised funds for three new furnaces with air conditioning, a new roof and a chairlift to make our Center handicap-accessible, comfortable and welcoming.

**In 2003**, SWC undertook a strategic planning project. Our mission was revised to reflect changes in the disease. Our new mission was, “to help people affected by HIV/AIDS live with dignity”. Policies and Procedures were developed to help clarify and improve our nonprofit governance and operation and staff were hired to expand our capacity to manage programs, administration and finances.

**In 2006**, after a 6 month financial campaign, the SWC kitchen, dining room and Center were renovated. The dining area was completely gutted and refurbished and a new commercial kitchen was built. New windows, doors, security and fire monitoring systems were added to improve safety and make our Center more energy efficient. Pews were removed from the former sanctuary to create activity space. SWC expanded our wellness dinners to Mondays, Wednesdays, and Fridays (except holidays and special events) with classes or support groups after each dinner. Monthly outings were added to our schedule.

**In 2013-14**, a strategic planning project examined the rapidly changing environment of HIV/AIDS and developed a new mission, vision and core values. The mission of SWC became “helping people living with HIV/AIDS improve their wellness.”

**In 2015-16**, a strategic alignment project was initiated to help SWC evaluate possibilities for program expansion and plan for long-term sustainability.

**In 2017-18**, with the passing of Fr. Lynn after thirty years of faithful service to SWC as one of our founders, our dining room was beautifully renovated and redecorated, and dedicated as the Fr. Lynn Edwards Dining Room in June of 2018.

**In 2020**, with the onset of the Covid-19 Pandemic and the closing of our Center to in-person dinners and programs, SWC transitioned to providing freshly cooked, then flash-frozen Wellness Meals for contactless pickup, along with virtual support groups and wellness programs. In September, Richard Krug joined the staff as the next Executive Director, training alongside Scott Peterman, who retired in December after 21 years of exemplary service.

SWC is unique in the region for HIV/AIDS programs provided in the context of a supportive community and the leading provider of wellness education and social support for people living with HIV/AIDS in the eleven-county region of Southwestern Pennsylvania. The diverse SWC community - minorities, women, LGBT people and heterosexuals - reflects the current demographics of HIV in our region.

SWC employs 3 full time staff (Coordinator of Wellness Meals/Coordinator of Development, Coordinator of Programs and Volunteers, and Executive Director) and 5 part-time staff. A dedicated board of directors provides governance and direction to the organization. Each year, SWC recruits more than 500 volunteers, who provide approximately 1,500 volunteer hours.

What began as a concerned group sitting around a kitchen table has become the only HIV/AIDS community Center in Western Pennsylvania.

#### **b. SWC Mission**

Helping people living with HIV/AIDS improve their wellness.

#### **c. SWC Vision**

Positive people.  
Expanded reach.  
Supportive community.  
Improved wellness.

#### **d. SWC Core Values**

**Adaptable.** We adjust our strategies and services to adapt to changes in the HIV prevention, treatment, and funding environment to assure effective fulfillment of our mission and alignment with our strategic direction.

**Collaborative.** When making decisions, we solicit input from SWC members, staff, committees, Board, and the community. We develop working relationships and partnerships with other organizations to help us effectively fulfill our mission. We seek to avoid unnecessary duplication of services.

**Community.** We cultivate a safe, supportive, respectful, inclusive, and non-judgmental community environment.

**Stewardship.** We are responsible, honest stewards of all resources entrusted to us. We conduct our work with appropriate accountability and transparency.

**Wholeness.** We appreciate the complexity of every person and every aspect of their being. These aspects include the spiritual, social, occupational, physical, intellectual, and emotional dimensions of their lives, as well as the impacts of health, family, culture, community, history, and life experiences. We recognize that individuals are part of many dynamic and interconnected systems that must be understood holistically.

#### e. SWC Programs

**Wellness Dinners** improve nutrition, reduce isolation and provide social support.

**Peer counselling** phone calls connect members with HIV/AIDS services and offer a lifeline of help, support, and hope.

**Support groups** boost mental and physical health. Groups guide members through the challenges of living with HIV/AIDS and help participants to deal with anxiety, depression, and other relevant issues.

**Wellness education programs** offer health and wellness guidance and provide information about HIV/AIDS treatment, medications, and the latest medical advances.

**Complementary therapy classes** teach members how to improve health and wellness and strengthen their immune systems.

**Treatment adherence and risk reduction programs** advise members on effective maintenance of their HIV medical regimen and ways to decrease the risk of HIV transmission and reinfection.

**Spiritual life programs** are presented in an interfaith format and offer insight, encouragement, inspiration, direction, and guidance.

**Social and recreational outings** combat isolation and loneliness and provide a supportive community.

**Wellness classes** improve quality of life by addressing the Six Dimensions of Wellness (social, occupational, spiritual, physical, intellectual, and emotional).

**Transportation assistance**, in the form of bus tickets or mileage reimbursement, helps members attend programs and access services.

**Equipping people affected by HIV/AIDS** is an important part of our work. Loved ones who accompany HIV positive members to SWC programs find support, information, and advice so they are better equipped to help their HIV positive loved ones.

#### f. SWC Contact Information

*Mailing Address:*

Shepherd Wellness Community  
4800 Sciota Street  
Pittsburgh, PA 15224-2127

*Office:* 412.683.4477

*Fax:* 412.683.5755

*Email:* [office@swconline.org](mailto:office@swconline.org)

#### g. SWC Website

*Web:* [www.swconline.org](http://www.swconline.org)

Please see our website to view a current program calendar, to sign-up as a volunteer, to submit an application to become a board member, for other opportunities for involvement and for detailed information about the Shepherd Wellness Community.



## 3. SWC Membership

### a. Member requirements

SWC is a non-profit, private, membership-based organization providing services to eligible members. SWC is not open to the public. SWC reserves the right to reject, suspend or terminate membership based on membership requirements.

An SWC member is an HIV+ person who:

- has filled out a “Membership Application”,
- maintains a current certification of eligibility to receive services provided by Ryan White funding,
- abides by the “SWC Member Rights and Responsibilities” and the “SWC Code of Member Conduct”,
- has provided any other information which may be deemed necessary to maintain membership, and,
- has not had SWC membership suspended or terminated by the organization.

It is important that you maintain current Ryan White Certification or your membership will expire at the end of your certification date.

We all work together to make SWC a safe and supportive community. If you do not abide by the “SWC Member Rights and Responsibilities” and the “SWC Code of Member Conduct”, your membership may be suspended or terminated.

### b. Member Rights and Responsibilities

The Shepherd Wellness Community (SWC) is committed to cultivating a safe, supportive, respectful, inclusive, and non-judgmental community environment. This core value is essential to our mission of helping people with HIV/AIDS improve their wellness.

Shepherd Wellness Community Member rights:

1. The right to receive services in a safe and supportive environment.
2. The right to receive services in a smoke, drug and alcohol free environment.
3. The right to receive services in a clean and healthful environment.
4. The right to be treated with dignity and respect.
5. The right to be heard and to be informed about how to make a suggestion, complaint, or file a grievance.
6. The right to be informed about community resources and to be referred to other providers for assistance in meeting your needs
7. The right to be informed about Shepherd Wellness Community policies and procedures.
8. The right to receive services without regard to race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, gender identity, familial status, age, or non-disqualifying physical or mental disability, or on any other bases protected by federal, state, or local law.

Shepherd Wellness Community Member responsibilities:

1. It is expected that you will treat others the way you wish to be treated, with dignity and respect. This includes SWC staff, members, guests, visitors, and volunteers.
2. It is expected that you will maintain confidentiality and not disclose any information you may learn at SWC about other SWC members.
3. It is expected that you will respect the rights and property of the Shepherd Wellness Community and of the staff, members, guests, volunteers, and visitors.
4. It is expected that you will not use alcohol or illegal drugs before or during SWC programs and activities.
5. It is expected that your behavior, and the behavior of your children and guests, will contribute to maintaining a safe, supportive, respectful, inclusive, and non-judgmental community environment. Violence, threats of violence or bullying of any kind will not be tolerated against SWC staff, members, guests, volunteers, and visitors and will result in immediate expulsion from the SWC premises and suspension of membership.

6. It is expected that you will not participate in any illegal activities or behavior on the SWC premises or at SWC programs.
7. It is expected that you will not engage in any kind of solicitation, promotion or sales on the SWC premises or during SWC programs without prior approval.
8. It is expected that you will understand and abide by the requirements of the “SWC Rights and Responsibilities” and “SWC Code of Member Conduct”.

### c. SWC Code of Member Conduct

In order to ensure a welcoming, safe, supportive, respectful, inclusive, and non-judgmental community environment, everyone must agree to do their part. The SWC Code of Member Conduct was developed to ensure a better community experience for members and so that SWC members and staff clearly understand the expectations for conduct at all SWC programs and on the SWC premises.

If you do not follow the “SWC Code of Member Conduct”, your membership may be suspended or terminated.

#### SWC Code of Member Conduct

- **RESPECTFUL BEHAVIOR:** All members and staff will be treated with dignity and respect. It is expected that disruptions will be kept to a minimum. No member, staff person or guest will behave in a way that disrupts or interferes with the orderly conduct of an SWC dinner, program or outing; or in such a way that poses a threat to the health, safety, welfare, or well-being of members, staff, or others.  
**Examples:** Talking during presentations, taking cell phone calls during programs and being late for scheduled programs are examples of behavior which disrupts SWC programs. Doing blood draws or injections is best done in private; please take care of these personal needs in one of our restrooms.
- **RESPECTFUL LANGUAGE:** Members shall respect other members, SWC staff and volunteers by using appropriate language. SWC strives to provide a child-friendly environment and parents have expressed concerns that inappropriate language discourages them from bringing children to SWC. The use of any language, whether written, oral or electronic, which is insulting, abusive, harassing, profane, obscene or seriously disrespectful and which demeans or degrades another person is not permitted. Language which is perceived as bullying in any way will not be tolerated by the community.
- **RESPECT FOR SWC STAFF:** Members shall respect SWC staff and volunteers with appropriate courtesy, behavior and language. Members shall not give direction to, or reprimand SWC staff or volunteers. Verbal or physical abuse or harassment will not be tolerated. Arguing with staff or refusing to follow established procedures will not be tolerated. No Member shall request special favors, material gifts or special services from SWC staff or volunteers.
- **MAINTAINING CONFIDENTIALITY:** Members agree not to disclose information they may learn at SWC about other SWC members. Such information may include HIV status, the individual’s medical condition and treatment, mental health, addiction issues, finances, living arrangements, employment, sexual orientation and other sensitive information.
- **GUESTS:** Members who bring guests to SWC activities are responsible to inform their guests of the social / behavioral expectations outlined in this code. All guests must fill out a Guest Registration Form and pay any applicable service fees. It is expected that guests will follow the same code of conduct as SWC members.
- **CHILD SUPERVISION:** Any member who brings a child under 18 to SWC dinners or programs is responsible for the child’s conduct and safety while on the premises and shall supervise the child at all times. Disruptive children should be restrained or removed from the program area by the parent. A child is not allowed to go outside or leave the facility without the child’s parent accompanying him or her. Parents or guardians must not ask a SWC member, staff or volunteer to supervise their children.
- **FOLLOWING POLICIES AND PROCEDURES:** SWC establishes policies, procedures, and program schedules in order to effectively provide services and meet the requirements of governance and funders. Examples are name tags, transportation ledgers, membership updates, certification requirements and food service policies. Members are required to follow established policies and procedures. Members who receive a service for which they are not eligible may be denied the service in the future. For example: bus tickets for

each program are available only to reimburse each bus ride a member has actually taken to and from the SWC program.

- **VERBAL CONFLICT:** Disagreement occurs in all communities. SWC promotes peaceful resolution of conflict. If a disagreement escalates to the point of disruption of programming; or becomes loud, disrespectful, or threatening to a peaceful environment, all parties involved will be asked to leave the facility immediately.
- **ASSAULT ON AN SWC EMPLOYEE, VOLUNTEER OR MEMBER:** A Member shall not intentionally cause, attempt to cause, or threaten to cause physical injury or intentionally behave in such a way that could reasonably be construed to cause physical injury to any SWC employee, volunteer or member.
- **GOOD HYGIENE:** A member shall dress and groom to meet reasonable standards of safety, health and cleanliness and not to cause disruption or discomfort to other SWC members. Any time personal hygiene becomes a public issue, the member identified as having an issue with hygiene will be referred to providers who are able to assist them in meeting their needs for self-care.
- **DAMAGE, DESTRUCTION OR THEFT OF SWC PROPERTY:** A member shall not intentionally cause or attempt to cause damage to SWC property, or steal or attempt to steal SWC property.
- **DAMAGE, DESTRUCTION OR THEFT OF PRIVATE PROPERTY AT SWC ACTIVITIES:** A member shall not intentionally cause or attempt to cause damage to private property, or steal or attempt to steal private property.
- **DRUGS:** SWC is a drug and alcohol free facility during programs for members. A member shall not possess, use, distribute, or be under the influence of alcohol or illegal/recreational drugs while participating in SWC programs. Alcoholic beverages may not be served or consumed on the SWC premises during programs for members. SWC reserves the right in its sole discretion to refuse services to any person who appears to be intoxicated or under the influence of any substance. Any person violating this policy will be immediately asked to leave the premises. If substance use or abuse is suspected by staff, or disclosed by the member, SWC staff will provide appropriate referral for treatment.
- **WEAPONS AND DANGEROUS INSTRUMENTS:** A member shall not possess, handle or transmit a weapon while on any SWC property or while at any SWC sponsored event. The term “weapon,” shall include, but shall not be limited to, any knife, cutting instrument, cutting tool, explosive, mace, pepper spray, nunchaku, firearm, shotgun, rifle, taser and any other tool, instrument or device capable of inflicting bodily harm or injury.
- **SMOKING:** Smoking is not permitted inside the SWC facility or while participating in SWC programs. Designated areas outside the building have been provided for smoking. This prohibition includes the use of electronic smoking devices.
- **SOLICITATION, BUYING OR SELLING AT SWC EVENTS OR ON SWC PREMISES:** No person shall post or circulate advertisements or petitions on the SWC premises without prior approval from the Executive Director. No person shall collect member contact information during SWC events for the purpose of solicitation, promotion or advertising. No person shall ask members to purchase items they are selling. No person shall use SWC activities to deliver items which were previously purchased.
- **PERSONAL PROPERTY:** Each member assumes the sole responsibility for his or her personal property and must maintain possession of personal property at all times. SWC shall not be responsible for any loss or damage to any personal property used or stored on the SWC premises.
- **USE OF SWC PROPERTY:** No member shall request use of SWC equipment, supplies, or services not normally made available for use by members. No Member shall remove any SWC property or furniture from the SWC premises or the area in which it belongs without permission of the Executive Director.
- **FEEDBACK AND SUGGESTIONS:** We value your feedback. It is our goal to address your feedback thoughtfully and quickly. Feedback cards are provided at every SWC program. Cards are forwarded to the Executive Director so they can be appropriately handled. Providing your name will enable SWC to clarify the issue with you and communicate the actions taken. You may also verbally tell us about any suggestions you may have. Since staff may forget or misinterpret verbal feedback, we ask that you convey your ideas to the Executive Director. The SWC Program Committee is also a place where suggestions or program ideas may be shared by SWC members.
- **CONSUMER GRIEVANCES:** A grievance related to services provided may be submitted to the Grievance Committee Chairperson using a “Consumer Grievance Form” (available from the SWC office and on our web

site). Grievances must be in writing (but may be dictated) and must signed by the member submitting the grievance. The Chairperson will investigate the grievance, and within one month the Grievance Committee will meet to recommend a resolution. See our Grievance Policy and Procedures on the SWC web site.

- **HARRASSMENT:** If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee, volunteer or board member of Shepherd Wellness Community you should report the incident immediately to the Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the board chair. (see the SWC website for the name of the current board president) If Shepherd Wellness Community determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party. See the SWC website for full SWC harassment policy.
- **ABANDONED PROPERTY:** Any personal property which is left in or on the SWC facility for one (1) month or more may be sold by SWC, with or without notice, at a public or private sale, or may be otherwise disposed of, and the proceeds, if any, shall belong to SWC.
- **PROHIBITED FAVORS, GIFTS AND GRATUITIES:** To protect integrity and encourage ethical conduct, SWC staff, volunteers or board members shall not provide special favors or gifts to members. In like manner, members shall not provide special favors, gifts or gratuities to staff, volunteers or board members. Such transactions may pose a conflict of interest, create financial dependency, present the appearance of favoritism or lead to an accusation of inappropriate conduct. Examples are: giving cash or other items of value, making loans, cashing checks, childcare services, or paying for event registrations or admissions. Gratuities or tips of any kind are not permitted.
- **PARKING:** SWC does not provide parking. All parking is on-street and regulated by the Parking Authority of Pittsburgh. Members are responsible to park their vehicles legally and to show consideration for neighborhood residents. SWC will not pay for tickets, towing or damage resulting from parking. Members should be informed about parking restrictions in Bloomfield and carefully read street signage, which are subject to change from time to time.
  - Bloomfield side streets are zoned for Residential Parking Permits from 7am -7pm.
  - Parking without a permit is restricted to 1 hour between 7am -7pm.
  - SWC handicapped spot parking are limited to 2 hours between 7am -7pm.
  - If you park on the street after 6:01pm, you should not be ticketed.
  - Moving your car within the zone will not avoid a ticket.
  - First Commonwealth Bank at Liberty & S. Millvale Streets welcomes SWC members to park in their lot Monday & Wednesday AFTER 5pm and Friday after 6:00 pm. (Please do not park earlier or SWC will lose this privilege.)
  - Metered parking is available on Liberty Avenue.
  - Meter enforcement ends at times set by the City. Please read signage when you park.

**d. Violations of the Member Code of Conduct**

**Violations of the Member Code of Conduct**

What happens when the SWC Code of Conduct is broken?

**1. Reporting and documenting violations of the Code of Conduct**

A “Confidential Incident Report Form” will be used to report and document incidents related to violations of the Code of Conduct. Forms are available upon request for staff use and members.

**2. Acts of violence or threat of violence**

Any act of violence or threat of violence cannot be tolerated. Violence and/or threats of violence will result in immediate removal from the premises and suspension from all SWC program activities.

Policies and procedures established by the SWC Board of Directors will be initiated. Depending on the nature of the specific act, the Executive Committee of the board will determine the course of action. The priority of the board is to ensure the safety of our members, staff and community.

**3. Other violations**

Other violations of the SWC Code of Conduct will be specific to the nature of the act. Policies and procedures established by the SWC Board of Directors will be initiated.

Some acts may result in result in immediate removal from the premises and suspension from all SWC program activities.

Other acts may result in warnings, followed by progressive interventions. A follow-up plan may be initiated to help the member be a responsible member of our safe, supportive and respectful community.

**4. Not a part of the Grievance Process**

Violations of the SWC Code of Conduct may be initiated in response to a complaint made by a member or in response to an incident report filed by staff, board members or volunteers.

Policies and procedures established by the SWC Board of Directors are followed in response to violations of the SWC Code of Conduct.

Violations of the SWC Code of Conduct do not involve the Consumer Grievance Process and a grievance may not be submitted in response to actions taken related to violations of the “SWC Code of Conduct”. The process for members to respond to allegations of Code of Conduct violations depends on the nature of the incident and is provided to members as part of the Code of Conduct resolution process.

## 4. SWC Board, Staff, Committees and Nonprofit Structure

### h. The SWC Board of Directors

*Source: Ten Basic Responsibilities of Nonprofit Boards, Second Edition, by Richard T. Ingram (BoardSource 2009).*

#### The basic responsibilities of a board and the legal duties of board members

The board is legally responsible for the operation of the nonprofit organization for which it serves. In fact, individual members can even be held personally liable for improper conduct if they breach their duties. So, pay careful attention to the law and board duties. Doing so will help you minimize risk and ensure your organization is the best it can be.

#### Standards of Conduct

Under the law, each board member must meet certain standards of conduct. These standards are typically described as duty of care, duty of loyalty and duty of obedience.

1. Duty of Care: board member must exercise “reasonable care” when he or she makes a decision for the organization. In this case, “reasonable” is what a prudent person in a similar situation might do.
2. Duty of Loyalty: board member must never use information gained through his or her position for personal gain. This means each member must always act in the best interests of the organization.
3. Duty of Obedience: A board member must be faithful to the organization’s mission. This means he or she cannot act in a way that is inconsistent with the organization’s goals.

#### Board Responsibilities

In addition to standards of conduct, as a governing body, the board has a responsibility to support management and staff, and ensure operations run smoothly and in accordance with the law.

#### Following, are 10 responsibilities of nonprofit boards:

1. Establish mission and purpose.
2. Select the executive director.
3. Support and evaluate the executive director.
4. Set policies and ensure effective planning.
5. Monitor and strengthen programs and services.
6. Ensure adequate financial resources.
7. Protect assets and provide proper financial oversight.
8. Build a competent board.
9. Ensure legal and ethical integrity.
10. Enhance the organization’s public standing.

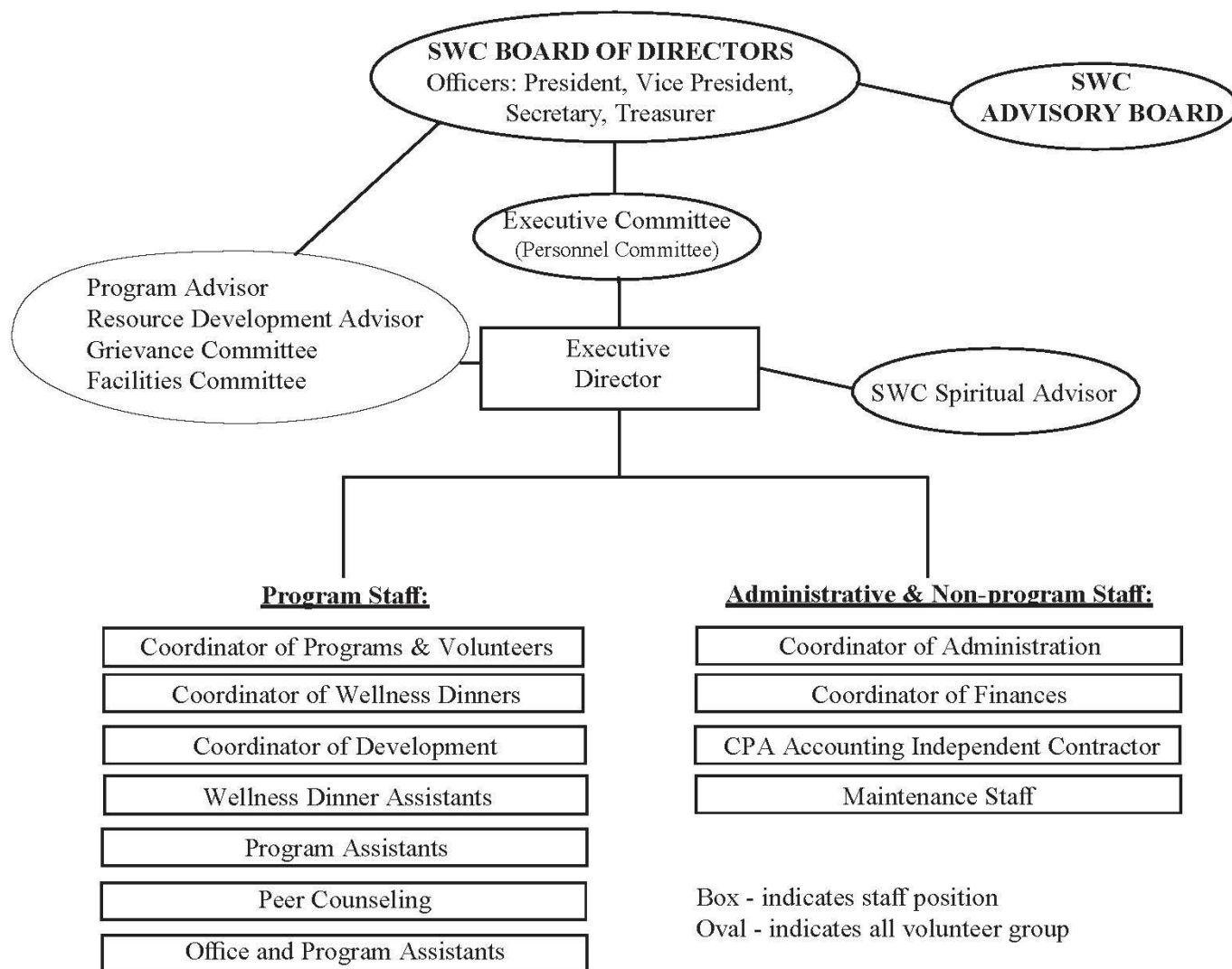
### i. SWC Board members are expected to:

- Commit to a full two-year term. Board terms begin on September 1.
- Participate in a 90 minute board meeting every other month (Jan., March, May, July, Sept., Nov.)
- Participate in a 90 minute committee meeting every other month as scheduled (Committees: Facilities, Grievance, special committees as needed). The officers serve as the Executive/Personnel Committee; board members may be appointed as advisors to the Executive Director for Resource Development and for Program.
- Serve as an active ambassador, connector, and leader for SWC in the community.
- Support our work financially as you are able.
- Additional opportunities for service include: chairing a committee, volunteering at Wellness Dinners, providing professional advice to our organization, assisting with special projects.

### j. How to apply to become a SWC Board Member:

4. An application for Board Membership is available on the SWC website and can be downloaded or filled out and submitted online. See <http://www.swconline.org/get-involved/become-a-board-member>.

# Shepherd Wellness Community Organizational Chart



## **SWC HIV/AIDS Programs:**

Wellness Dinners  
Wellness Education Programs  
Wellness Classes  
Peer Counseling and  
Outreach Support Groups  
Spiritual Life Programs  
Spiritual Advisor Support  
Quality of Life Outings  
Transportation Assistance  
Monthly Friends and Family News Email

## 5. Confidentiality and Privacy

- The only information Shepherd Wellness collects is required by our funding sources. This information is confidential and will only be seen by a limited number of SWC staff. Your information is protected to the full extent of the HIV Confidentiality Law of the State of Pennsylvania, commonly known as “Act 148”.
- Members, employees, and volunteers must understand that in the course of attending any Shepherd Wellness Community event, they may learn facts about individuals living with HIV that are of a highly personal and confidential nature. Examples of such information, in addition to HIV status, are, but are not limited to, the individual’s medical condition and treatment, mental health, addiction problems, finances, living arrangements, employment, and sexual orientation. Members, employees, and volunteers should understand that all such information, by law, must and will be kept confidential. Members, employees, and volunteers must agree not to disclose any information to any person not authorized to have such information without the written consent of the individual to whom the information pertains.

## 6. Non-Discrimination Policy

- SWC and its employees shall not discriminate against any individual on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, gender identity, familial status, age, or non-disqualifying physical or mental disability, or on any other basis protected by federal, state or local law.
- Whether any such conduct is deemed to be illegal or not, conduct by employees or members such as that described below is prohibited:
  - Epithets, slurs, ridicule, insults, or threatening, intimidating or hostile acts, including those that purport to be “jokes” or “pranks”, made to or about someone because of his or her membership in a protected class or exercise of legal rights;
  - Stereotyping or offensive comments, cartoons, pictures or objects (such as swastikas or KKK paraphernalia) that denigrate or insult members of a protected class or those who exercise legal rights;
  - Demeaning, hostile or derogatory remarks directed at someone because of his or her protected class status or exercise of legal rights.

## 7. Offering suggestions, ideas and feedback

- We value your feedback. It is our goal to address your feedback thoughtfully and quickly.
- Feedback cards are provided at every SWC program. Cards are forwarded to the Executive Director so they can be appropriately handled. Providing your name will enable SWC to clarify the issue with you and communicate the actions taken.
- You may also verbally tell us about any suggestions you may have. Since staff may forget or misinterpret verbal feedback, we ask that you convey your ideas to the Executive Director.
- The SWC Program Committee, which is open to all SWC members, is also a place where suggestions or program ideas may be shared by SWC members.
- Member input meetings are also conducted at Friday dinners several times each year. These events are opportunities to provide feedback and program ideas.



## 8. Volunteering for SWC

### Volunteer opportunities at Shepherd Wellness Community

- Friday Wellness Dinners at our Center in Bloomfield. Volunteers arrive around 5:45 p.m. and help prepare and serve refreshments and dinner then clean up afterwards. Volunteers are also needed at 2:30 p.m. to help with food preparation. Volunteers are usually done by 9 p.m.
- OUTrageous Bingo fundraisers (normally August through May) held at Rodef Shalom, 4905 Fifth Ave, Pittsburgh.
- SWC committees or Board of Directors.
- Short-term work groups or committees.
- Special work events (such as assembling a mailing).

Call (412-683-4477) or email ([office@swconline.org](mailto:office@swconline.org)) our Volunteer Coordinator during office hours to discuss volunteer opportunities. Find out how we can use your time and skills as a SWC volunteer.

### Why Volunteer?

- You will work with organized, trained and caring professionals.
- You will work in a clean and safe area.
- You will enjoy hands-on work and meet other like-minded volunteers.
- You will see how your skills make a difference in the lives of people living with HIV/AIDS.
- You will feel great about yourself because you can make a positive contribution to your community.

### What Motivates Our Volunteers?

- Personal satisfaction from meaningful work which contributes directly to your community.
- Meeting a new and diverse group of people.
- Making new friends.
- Educational and interesting volunteer experience.

### Volunteer Qualifications

- Agree to follow confidentiality guidelines.
- Be 18 years of age or older.
- Willingness to follow instructions and work cooperatively as a team member.
- Ability to work with a diverse group of volunteers and staff.
- Fill out our Volunteer Information Form and provide your contact information.
- Agree to follow SWC policies (regarding food safety, alcohol, dress code, and the treatment of others).

### In order to maintain a safe and clean environment in our food service program and to meet Health Department standards, the following dress code has been established for food service staff and volunteers:

- Closed-toe shoes must be worn (i.e. sneakers, tennis shoes, etc.). Flip flops, open toed shoes, high heels and sandals are not allowed.
- Shirts must have sleeves and cover the entire torso. No sleeveless shirts, short tops, tank tops, camis, scoop or V-necks or thin straps. A t-shirt that you wouldn't mind getting a stain on is ideal.
- Shorts are allowed as long as they are at or below the knee. No short shorts please.
- Clean, well-groomed hair, hands and fingernails are required. Long hair must be pulled back by a clip or band. Facial hair should be neat and well-trimmed. Longer hair that cannot be pulled back must be covered with a disposable hair net. Hats, such as ball caps are acceptable to contain hair. Facial hair over 1" long must be covered with a disposable beard net.
- Excessive jewelry, colognes or perfume are not permitted. A ring or a watch may be worn, but dangling earrings or long necklaces must be removed.
- The use of gloves is required when handling food and the use of aprons is required.

## 9. Financial Support for SWC

### Giving to Shepherd Wellness Community

Shepherd Wellness Community is the only AIDS community Center in western Pennsylvania. Our mission is helping people living with HIV/AIDS improve their wellness.

SWC is a 501 (c)(3) non-profit. All donations are fully tax-deductible.

### How you can contribute to the work of the Shepherd Wellness Community.

- **Donate online through** our website at [www.swconline.org](http://www.swconline.org)
- **Donate by mail**  
See our website for a Donation Form that you can download to send with your donation.
  
- Shepherd Wellness Community  
4800 Sciota Street  
Pittsburgh, PA 15224-2127
- **SWC Wish List**  
See our website for things we need and help make our wishes come true.
- **Good Shepherd Monthly Giving**  
Good Shepherds make automatic monthly contributions in support of our HIV/AIDS programs.  
See our website to sign-up for monthly giving.
- **United Way Donor Choice Giving**  
Select 3186, Shepherd Wellness Community, when making your Contributor's Choice through the United Way.
- **Tribute Giving**  
Tribute giving is a unique way to honor or memorialize a family member, friend or colleague and a meaningful way to celebrate a special event. Learn on our website or call us for more information.
- **Sponsorship Opportunities for Dinners, Events and Programs**  
Make a difference by sponsoring a dinner or program.
- **Donate Your Vehicle.**  
Call us or see our website to donate your vehicle to help support our work.
- **Donate Stock.**  
Donating appreciated stock is a great way to make a contribution.
- **List of Institutional and Business Donors.**  
We are grateful for businesses and groups who help to make our work possible. A list of institutional donors is posted on our web site.
- **Estate Planning.**  
Charitable gifts through estate planning help us to continue our programs and services.

## 10. Grievances about services provided

### Consumer Grievances about Services Provided SWC Policy and Procedures

#### POLICY

It is the policy of Shepherd Wellness Community to have a Grievance Committee and grievance procedures to address consumer grievances about services provided.

#### PROCEDURES

1. Written grievances (a Grievance Form is provided for use) may be brought or sent to the Grievance Committee Chair by any SWC member. The Grievance Committee Chair will investigate and bring the grievance and the results of the investigation to the Grievance Committee within one month of the written grievance being presented.
2. A grievance may not be submitted in response to actions taken related to violations of the "SWC Code of Conduct". The process for members to respond to allegations of Code of Conduct violations depends on the nature of the incident and is provided to members as part of the Code of Conduct resolution process.
3. If necessary, the Chair of the Grievance Committee will accept a dictated grievance from a member who is unable to write a grievance. The dictated grievance will then be signed or initialed by the consumer. In the event of a consumer who is unable to write his/her name, an X witnessed by a third party who is not involved in the grievance may be used.
4. The Grievance Committee will review the grievance and the results of the investigation and recommend a resolution.
5. The recommended resolution shall be reported to the consumer within one week of the Grievance Committee meeting.
6. If the consumer is not satisfied with the resolution, he/she may appeal the resolution to the Executive Committee of the Board.
7. The Executive Committee shall meet within two weeks to consider the consumer's appeal. After reviewing the relevant information, the Executive Committee will either confirm the resolution recommended by the Grievance Committee or recommend an alternative resolution.
8. The decision of the Executive Committee will be reported to the consumer and to the Grievance Committee within one week of the meeting at which the appeal is considered.
9. The decision of the Executive Committee may be appealed to the full Board if the consumer is not satisfied. The full Board will have one month to investigate and make a decision on such an appeal. The decision of the full Board is final and will be reported to the consumer within one week of the meeting at which the appeal is considered.

At least quarterly, without revealing the details of the specific grievances, the Grievance Committee will report to the Board the number of grievances received, number resolved, number appealed, number resolved on appeal, and the general nature of the grievances received.

## 11. HIV/AIDS services in the Southwestern PA Region

SWC does not endorse any service, but we are providing these resources as a reference. They are also available on our website, and a staff member would be happy to help with any resource referral information.

This is not a comprehensive list of area resources, but rather a summary of major providers to make for smoother sailing as you live with HIV.

- **AIDS Free Pittsburgh**, EQT Plaza, 625 Liberty Ave, Pittsburgh PA 15222 Suite 2500 (412)586-6706 <http://www.aidsfreepittsburgh.org>
- **Allegheny County Health Department** (Confidential and free HIV & STD testing, provides referrals for HIV Medical care), 1908 Wylie Ave., Pittsburgh, PA 15219 (all referrals should check in with security and will be required to show ID) (412)578-8081 [www.achd.net/std](http://www.achd.net/std)
- **Allies for Health + Wellbeing** – formerly known as PATF (Case Management, Food Pantry, Housing, HIV & STI Testing, Transportation Assistance), 5913 Penn Avenue, 2<sup>nd</sup> Floor, Pittsburgh, PA 15206 (412) 345-7456 [alliespgh.org](http://alliespgh.org)
- **Center for Community Resources** (Support Group, Case Management, Transportation, Emergency Financial Assistance, Food) 212-214 S Main St. #625, Butler, PA 16001 (724) 431-0671 <https://ccrinfo.org/>
- **Central Outreach Wellness Center**, 127 Anderson St. #101, Pittsburgh, PA 15212 (412) 322-4151 <http://centraloutreach.com>
- **Care at Home** (Home Health Services), 1737 Freeport Road, Suite 1-A, Arnold, PA 15068 (412) 967-1112 [www.careathome.us/](http://www.careathome.us/)
- **Community Care Management, Conemaugh Memorial Hospital** (Medical Care, HIV Testing, Case Management) 1086 Franklin St., Johnstown, PA 15905, (814) 534-3032
- **FACE – Macedonia Family and Community Enrichment Center** (HIV Testing, HIV Education, Case Management) 5001 Baum Boulevard Suite #400, Pittsburgh, PA 15213, (412) 281-2573
- **HIV Testing Sites & Care Service locator** by Zip Code provided by the CDC [www.aids.gov/locator/](http://www.aids.gov/locator/)
- **Latterman Family Health Center** (UPMC), 2347 Fifth Ave., McKeesport, PA 15132 (412)673-5504 <http://www.upmc.com/locations/hospitals/mckeesport/services/Pages/family-health.aspx>
- **Metro Community Health Center**, 1789 South Braddock Ave, Suite 410, Pittsburgh PA 15218 (412) 247-2310 [metrocommunityhealthcenter.org](http://metrocommunityhealthcenter.org)
- **Persad** (Mental Health Services), 5301 Butler Street, Suite 100, Pittsburgh, PA 15224 (412) 441-9786 [www.persadcenter.org/](http://www.persadcenter.org/)
- **Pitt Men's Study** P.O. Box 7319, Pittsburgh, PA 15213 (412) 624-2008 [pittmensstudy.com](http://pittmensstudy.com)
- **Center for Care of Infectious Diseases** – Pittsburgh AIDS Center for Treatment (CCID/PACT) (Medical Evaluation and Care), Falk Medical Building, 3601 Fifth Avenue, Seventh Floor, Pittsburgh, PA 15213 (412) 647-7228 [www.dept-med.pitt.edu/id/pact.html](http://www.dept-med.pitt.edu/id/pact.html)
- **Positive Health Clinic – AHN** (Medical Evaluation and Care), 1307 Federal Street, Suite B-104, Pittsburgh, PA 15212 (412) 359-3360 [www.wpahs.org](http://www.wpahs.org)
- **Positive Health Clinic – East AHN** (Medical Evaluation and Care), 2550 Mossdale Blvd., Suite 500, Monroeville, PA 15146 (412)359-3360 [www.wpahs.org](http://www.wpahs.org)
- **PrEP Pittsburgh** – for information on post exposure prophylaxis (PEP) and Pre exposure prophylaxis (PrEP) <http://www.preppgh.com/what-if-i-think-ive-been-exposed-to-hiv/>
- **Prevention Point Pittsburgh** (HIV Prevention, HIV Testing, Syringe Exchange, Overdose Prevention) (412) 247-3404 [PPPgh.org](http://PPPgh.org)
- **Project Silk** (HIV Testing, HIV Education, LGBTQ Youth Services), 304 Wood Street Mezzanine Level, Pittsburgh, PA 15222 (412) 532-2123 <https://chscorp.org/service-area/program/project-silk>
- **SeniorCare Management Assistance Fund** (Housing Services, Emergency Financial Assistance) P.O. Box 3297, McKeesport, PA 15134 (412) 362-2193

- **Special Pharmaceutical Benefits Program** – Provides pharmaceutical assistance and specific lab services to low to moderate income individuals living with a diagnosis of HIV/AIDS who are not eligible for pharmacy services under the Medical Assistance (MA) Program. [http://www.health.pa.gov/My%20Health/Diseases%20and%20Conditions/E-H/HIV%20And%20AIDS%20Epidemiology/Pages/Special-Pharmaceutical-Benefits-Program.aspx#.Wq\\_YNFTwaUn](http://www.health.pa.gov/My%20Health/Diseases%20and%20Conditions/E-H/HIV%20And%20AIDS%20Epidemiology/Pages/Special-Pharmaceutical-Benefits-Program.aspx#.Wq_YNFTwaUn)
- **The Open Door** (Supportive Housing, Representative Payee Services, Case Management), P.O. Box 99243, Pittsburgh PA 15233 [opendoorhousing.org](http://opendoorhousing.org)
- **true t pgh** (HIV Testing, Prevention, Workforce Development, LGBTQ Services), 4623 Liberty Ave., Pittsburgh, PA 15224, (412) 291-8196 <https://truetpgh.com/>

## 12. Opportunities for HIV/AIDS Advocacy – Region and State

### Pennsylvania's HIV Planning Group (HPG) - Meets in Harrisburg

The HIV Planning Group (HPG) is a group of individuals united for the common purpose to contribute to HIV care and prevention planning across the Commonwealth of Pennsylvania.

Committee members serve by virtue of their life experiences and expertise and are not functioning as representatives of any agency or organizational affiliation. The Committee is charged with developing the multi-year Plan to include objectives and recommended interventions and activities.

In addition, they review the Department of Health's applications for funding from The Centers for Disease Control (CDC) and the Health Resources and Services Administration (HRSA). They also provide input and recommendations to the Division of HIV/AIDS on other care and prevention related issues.

The link to the HIV Planning Group website is:

<https://www.stophiv.com/index.php/pa-hiv-planning/hiv-planning-group-hpg>

Application information and an application package for prospective members is available at:

<https://www.stophiv.com/index.php/pa-hiv-planning/hiv-planning-group-hpg/nominations-application-package>

### Regional HIV/AIDS Collaborative – Facilitated by the Jewish Healthcare Foundation - Meets in Pittsburgh

A Regional HIV/AIDS Collaborative is facilitated by the Jewish Healthcare Foundation and is open to HIV positive people, service providers and other stakeholders involved with HIV/AIDS care. Contact the Jewish Healthcare Foundation at (412) 594-2550 for more information about participating in collaborative meetings.

The Jewish Healthcare Foundation (JHF) serves as the fiscal agent for funding from the Ryan White Part B, State 656, and HUD HOPWA (Housing and Urban Development – Housing Opportunities for Persons with AIDS) in the 11-county southwestern Pennsylvania region. These funding streams facilitate the delivery of health care, supportive and housing services to eligible individuals living with HIV/AIDS and prevention/education services to at-risk populations.

The HIV/AIDS program provides technical assistance based in Perfecting Patient Care<sup>SM</sup> methodologies that aid organizations to improve their quality of healthcare and social services delivery to clients with HIV/AIDS. Currently, the program administers funding for the Department of Health of Southwestern Pennsylvania and 12 sub-grantee provider organizations.

In 2012, JHF launched the Minority AIDS Initiative, and is working with 20 AIDS Service Organizations (ASOs) across the Commonwealth of Pennsylvania to re-engage HIV-positive individuals who are not receiving treatment.

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# Shepherd Wellness Community

Helping people living with  
HIV/AIDS improve their wellness

## Member Application Form

Shepherd Wellness Community

4800 Sciota Street

Pittsburgh, Pennsylvania 15224

To become a member of the Shepherd Wellness Community, please complete this form.

The following information is required by our funding sources. This information is confidential and will only be seen by a limited number of SWC staff. Your information is protected to the full extent of the HIV Confidentiality Law of the State of Pennsylvania, commonly known as "Act 148".

Este formulario de solicitud de miembro tambien esta disponible en espanol.

Today's Date: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

County: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Telephone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Is this a ☐ Mobile (cell) or ☐ Land line?

May we call or leave a message at this number? ☐ Yes ☐ No

Email Address: \_\_\_\_\_ May we add you to the SWC Mailing List? ☐ Yes ☐ No

Gender: ☐ Male ☐ Female ☐ Transgender M to F ☐ Transgender F to M ☐ Nonbinary

Preferred Pronoun(s): \_\_\_\_\_

### Emergency Contact

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Relationship: \_\_\_\_\_

Is this person aware of your HIV Status? ☐ Yes ☐ No

Race (choose the group or groups that you identify with most closely):

☐ African American ☐ American Indian/Alaska Native ☐ Hawaiian Native/Pacific Islander ☐ White

Are you of Asian Origin? Please indicate: ☐ Indian ☐ Chinese ☐ Filipino ☐ Japanese ☐ Vietnamese ☐ Korean ☐ Other

Are you of Hispanic origin? Please indicate: ☐ Mexican, Mexican/American, Chicano/a ☐ Puerto Rican ☐ Cuban ☐ Other

What is your HIV status? ☐ HIV positive (Non-AIDS) ☐ HIV positive (AIDS status unknown)

Diagnosis date (mm/yy): \_\_\_\_\_

☐ CDC-defined AIDS Diagnosis date (mm/yy): \_\_\_\_\_

Source of HIV infection: ☐ Male who had sex with Male(s) ☐ Injecting drug use ☐ Heterosexual contact

☐ Hemophilia/coagulation disorder ☐ Receipt of Blood Transfusion ☐ Perinatal Transmission ☐ Not reported

Primary Insurance: ☐ Private-Individual ☐ Private-Employer ☐ Medicare Part A/B ☐ Medicare Part C ☐ Medicare Part D

☐ IHS ☐ Medicaid ☐ VA or Other Military Insurance ☐ Other ☐ No Insurance

Was your health insurance purchased through the Affordable Care Act (ACA) marketplace? ☐ Yes ☐ No

Who is your primary health care provider or doctor?

☐ PACT ☐ Positive Health Clinic ☐ Allies ☐ Central Outreach ☐ None ☐ Emergency room

☐ Private practice \_\_\_\_\_ ☐ Other \_\_\_\_\_

Your living arrangement: ☐ Stable/Permanent ☐ Unstable ☐ Temporary ☐ Homeless ☐ Unknown

Number of people living in your household: \_\_\_\_\_

Do you have biological or legally adopted children living with you? ☐ Yes ☐ No

If "Yes", list their names and birthdates: \_\_\_\_\_

Yearly Income: ☐ \$0-15,060 ☐ \$15,060-30,120 ☐ \$30,120-45,180 ☐ \$45,180-60,240 ☐ \$60,240-75,300 ☐ over \$75,300

Are you certified to receive Ryan White funded services? ☐ Yes Where: \_\_\_\_\_ Date Certified: \_\_\_\_\_

☐ No. Please talk to an SWC staff member about the question of certification.

I CONSENT TO RECEIVE RYAN WHITE FUNDED SERVICES FROM SWC

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Updated 2/1/2024







## To all SWC Members: Certify for Ryan White every 12 months

Updated 3/28/2022

**SWC is required to comply with certification requirements for Ryan White Federal Funding.**

### What is Certification?

Certification makes you eligible to receive Ryan White funded services in our Southwest PA Region.

### How do I certify?

- A CURRENT SPBP CARD CAN BE USED TO MEET ALL REQUIREMENTS.
- IF YOU DO NOT HAVE A SPBP CARD, YOU NEED TO PRESENT VERIFICATION OF HIV+ DIAGNOSIS, IDENTITY, RESIDENCY, MEDICAL INSURANCE AND HOUSEHOLD INCOME. SEE CHECKLIST ON THE NEXT PAGE.

### When should I Certify or renew my Certification?

You can certify any time. **You renew your certification every 12 months** by providing documentation showing any updates to your residence, insurance and income. You update proof of medical care once a year.

### Is there an Income Limit?

The income limit to qualify for certification is 500% of the federal poverty level. You can report your income as an individual or as a household.

For the latest limits, go to <https://www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx> and click on the Income Quick Reference Guide.

### Where can I Certify?

- BRING THE REQUIRED DOCUMENTS TO SWC OR ANY PROVIDER WHERE YOU RECEIVE RYAN WHITE FUNDED SERVICES. SWC IS HAPPY TO CERTIFY OR RECERTIFY ANY OF OUR MEMBERS.
- OTHER SERVICE PROVIDERS MAY BE WILLING TO CERTIFY YOU ONLY IF YOU ARE RECEIVING RYAN WHITE SERVICES FROM THEM.

### Do I need to Certify at only one Provider?

Yes. You should receive a Certification Card which is accepted by all providers. If you certify at another provider, make sure they give you a card and bring your card to SWC and we will mark you as certified on our member list.

### When can I Certify at Shepherd Wellness Community?

You can certify at any Friday Wellness Dinner. Bring copies of documents that we can keep or photocopy.

You can also certify at the SWC office from 1-5 PM, Mondays, Wednesdays or Fridays. Please call ahead. Our address is 4800 Sciota Street, Pittsburgh, PA 15224. Our phone number is 412-683-4477.

Please bring ALL the required documents. We cannot send requests for documents to other providers.

### What happens if I don't certify?

At SWC we will not deny you services, but we will ask you to pay part of the cost. Certified HIV positive members pay \$10 for a meal and \$10 for a program (full price for our Holiday dinner and outings).

Non-certified members do not receive take-home meals. Other providers have their own policies regarding services for non-certified members.

**Call the SWC Office at 412-683-4477 if you have questions. Do not delay. Certify as soon as you can!**

## **SWC Ryan White Certification Check-List:**

**A current SPBP Card can be used to meet all requirements.**

**If you do not have a SPBP Card, please provide items below:**

### **NEED TO BE PROVIDED ONLY ONCE:**

■ **HIV+ diagnosis – Provide a current SPBP Card or ONE of the following:**

- A DIAGNOSIS LAB REPORT, VIRAL LOAD TEST, DOCUMENTATION FROM YOUR PHYSICIAN, HIV MEDICATION BOTTLE LABEL OR PRESCRIPTION.

### **NEED TO BE PROVIDED EVERY 12 MONTHS:**

■ **VERIFICATION OF IDENTITY - PROVIDE A CURRENT SPBP CARD OR ONE OF THE FOLLOWING:**

- DRIVER'S LICENSE, PHOTO ID CARD, PHOTO WELFARE CARD, MILITARY ID, BANK ID, SCHOOL ID, PASSPORT, SOCIAL SECURITY CARD, CITIZENSHIP OR NATURALIZATION, BIRTH CERTIFICATE, VOTER'S REGISTRATION, MEDICARE/MEDICAID/INSURANCE CARD, Pennsylvania Learner's Permit or Temporary Driver's License, Vehicle Registration, ANY OTHER OFFICIAL DOCUMENT THAT HAS PERSONAL IDENTIFYING INFORMATION RELATING TO THE INDIVIDUAL

■ **VERIFICATION OF RESIDENCY - PROVIDE A CURRENT SPBP CARD OR ONE OF THE FOLLOWING:**

- CURRENT LEASE LISTING YOU AS OCCUPANT
- CURRENT PROPERTY TAX DOCUMENTS
- CURRENT UTILITY/PHONE/OTHER BILLS IN YOUR NAME
- CURRENT PAY STUB
- ANY BUSINESS CORRESPONDENCE WITH YOUR NAME AND ADDRESS, I.E. CURRENT BANK STATEMENT, FOOD STAMP LETTER, MEDICARE/MEDICAID/ INSURANCE LETTER
- A LETTER FROM A FAMILY MEMBER OR FRIEND CERTIFYING THAT YOU ARE BEING PROVIDED A ROOM AND OTHER ASSISTANCE IF APPLICABLE. THE NAME, ADDRESS, RELATIONSHIP TO YOU, AND PHONE NUMBER SHALL BE PROVIDED IN THIS LETTER
- IF YOU ARE HOMELESS, PROVIDE A LETTER WITH CONTACT INFORMATION ON FROM A CASE MANAGER, SOCIAL WORKER, COUNSELOR

■ **VERIFICATION OF INSURANCE AND/OR ANY OTHER AVAILABLE THIRD PARTY RESOURCE - PROVIDE ALL THAT APPLY:**

- MEDICARE/MEDICAID/INSURANCE CARD
- OTHER THIRD PARTY RESOURCES OR INSURANCE
- SPBP CARD (MEMBER IDENTIFICATION CARD)- ACTIVE

■ **VERIFICATION OF INCOME. PROVIDE A CURRENT SPBP CARD OR ANY WHICH SHOW YOUR GROSS INCOME.**

*Items with an asterisk can be up to 1 year old. Other documents should be within 6 months.*

- SIGNED MOST CURRENT OR ELECTRONICALLY SUBMITTED \*FEDERAL 1040 TAX RETURN – FIRST PAGE ONLY OR MAY USE \*PA40 TAX RETURN, \*PA-1000, \*LOCAL TAX RETURN
- \*MOST CURRENT W-2
- PAY STUB FOR 30 DAYS/ONE MONTH INCOME (MOST CURRENT)
- COPY OF CHECKS: UNEMPLOYMENT CHECK, PENSION CHECK, US TREASURY CHECK
- \*SSI/SSA AWARD LETTER
- BANK STATEMENT WITH DIRECT DEPOSIT OF PENSION, SOCIAL SECURITY, CHILD SUPPORT AND ALIMONY
- CHILD SUPPORT. CAN USE BANK STATEMENT, COURT ORDER, INTERNET VERIFICATION OF DEPOSIT
- ALIMONY. CAN USE BANK STATEMENT, COURT ORDER, INTERNET VERIFICATION OF DEPOSIT
- ZERO INCOME - LETTER OF SUPPORT EXPLANATION WRITTEN BY CLIENT, CASE MANAGER OR PERSON SUPPORTING  
MUST BE SIGNED AND DATED BY YOU.
- \*MOST CURRENT 1099's
- LETTER FROM FUNDS ADMINISTRATOR IF SOMEONE MANAGES YOUR FUNDS.
- BUSINESS LEDGER -MUST BE 3 MONTHS FROM THIRD PARTY. INCLUDE \*FEDERAL 1040 TAX RETURN WITH BUSINESS SCHEDULE C AND \*PA40 TAX RETURN WITH BUSINESS SCHEDULE
- GROSS RENTAL INCOME. PROVIDE CANCELED CHECKS, RENT RECEIPTS, OR \*CAN USE SCHEDULE E FROM FEDERAL TAX RETURN
- WRITTEN LETTER FROM EMPLOYER ON COMPANY LETTERHEAD
- IF A YOU REPORT ZERO INCOME, PLEASE SUBMIT A DETAILED LETTER STATING WHY YOUR INCOME IS ZERO

### **Household Income limits (partners residing together may certify as individual or joint households):**

The income limit to qualify for certification is 500% of the federal poverty level. You can report your income as an individual or as a household. <https://www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx> has the latest income limits. Click on the Income Quick Reference Guide.

See <https://aspe.hhs.gov/poverty-guidelines> for the latest guidelines (multiply by 5 for the certification limit).

**NOTE: You are permitted to black out any information on your documents which is not relevant to the information needed (such as account numbers, social security numbers, other names, etc.).**

## SWC Grievance Form about Services Provided

Written grievances may be brought or sent to the Grievance Committee Chair by any SWC member. The Grievance Committee Chair will investigate and bring the grievance and the results of the investigation to the Grievance Committee within one month of the written grievance being presented.

If necessary, the Chair of the Grievance Committee will accept a dictated grievance from a member who is unable to write a grievance. The dictated grievance will then be signed or initialed by the member. In the event of a member who is unable to write his/her name, an X witnessed by a third party who is not involved in the grievance may be used.

NOTE: A grievance may not be submitted in response to actions taken related to violations of the "SWC Code of Conduct". The process for members to respond to allegations of Code of Conduct violations depends on the nature of the incident and is provided to members as part of the Code of Conduct resolution process.

### DEFINITION OF A GRIEVANCE FROM MERRIAM-WEBSTER DICTIONARY

- a feeling of having been treated unfairly
- a reason for complaining or being unhappy with a situation
- a statement in which you say you are unhappy or not satisfied with something

TODAY'S DATE: \_\_\_\_\_

NAME OF SWC MEMBER FILING THIS GRIEVANCE: \_\_\_\_\_

TELL US ABOUT YOUR GRIEVANCE ABOUT THE SWC SERVICE YOU RECEIVED

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---



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DATE AND TIME WHEN THE SERVICE WAS PROVIDED: \_\_\_\_\_

STAFF AND OTHERS WHO WERE PRESENT WHEN THE SERVICE WAS PROVIDED:

---



---

WHAT WOULD YOU SUGGEST THAT WE DO IN RESPONSE TO THIS GRIEVANCE?

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SIGNATURE OF SWC MEMBER FILING THE GRIEVANCE: \_\_\_\_\_

DATE THIS GRIEVANCE RECEIVED BY THE GRIEVANCE CHAIRPERSON: \_\_\_\_\_

SIGNATURE OF GRIEVANCE CHAIRPERSON: \_\_\_\_\_