

WORK PLAN SUMMARY

PROJECT NAME: Expanded Partner Services
CONTRACTOR SFS PAYEE NAME: Albany County Department of Health
CONTRACT PERIOD:

From: 4.01.2020

To: 03.31.2021

Provide an overview of the project including goals, tasks, desired outcomes and performance measures: Activities supported under this funding represent collaboration between the NYS Department of Health AIDS Institute (AI) and the Albany County Department of Health (ACDOH). This county will facilitate the re-engagement in medical care of persons thought to be out-of-care living with HIV/AIDS, notify, test partners, and refer all HIV positive and high-risk negative patients they encounter through this initiative to appropriate prevention, care, and support services (e.g., referrals for PrEP and nPEP, STD testing, HCV screening, treatment adherence support), and provide condoms/other safe sex supplies.

The purpose of this initiative is to improve the provision of HIV prevention and care services within Albany County, and to better serve people living with HIV and AIDS. The objectives of this initiative are to:

1. Locate HIV-infected persons who are presumed out-of-care (OOC) and initiate OOC field investigations. Case assignments will come from the New York Electronic HIV Management System (NYEHMS)/ Communicable Disease Electronic Surveillance System (CDESS). No evidence of care is defined as patients with no CD4 or VL lab reports in NYEHMS for thirteen to twenty-four months.
2. Promote continuity of care by linking located persons to HIV/AIDS treatment facilities and resources for follow-up medical care and health maintenance.
3. Increase prevention activities among index patients and their named partners via risk reduction education and condom distribution.
4. Reduce HIV transmission by notifying partners of located persons of their exposure to HIV and offering them HIV testing and assistance with HIV medical evaluation if indicated;
5. Maintain confidentiality of all reports of HIV cases and named partners.
6. Ensure uniform and standardized HIV linkage to care and partner services procedures as outlined by the work plan and other Expanded Partner Services (ExPS) documents.

The expected outcomes are to reduce disease incidence, decrease the rate of HIV transmission, decrease risky sexual and drug using behaviors among HIV positive and persons at high risk for acquiring HIV, increase the proportion of HIV infected individuals who are aware of their status, and increase the proportion of infected persons who are linked to prevention, partner services, and treatment/medical care. Projections of essential program activity levels, target indicators and descriptions of the processes established to provide program services are described below.

The specific objectives, tasks and activities and performance measures associated with this contract work plan are presented below. The expectation is that the ACDOH will meet all work plan requirements. By signature of the contract, the ACDOH agrees that they have the capacity to meet the requirements as put forth in the work plan. The authority to conduct HIV linkage to care and partner services is granted by the State Commissioner of Health to the deputized County Health Officer with the agreement that these counties will adhere to and abide by ExPS policies and procedures outlined in a separate document.

WORK PLAN SUMMARY

ExPS Programmatic Support			
Objective	Budget Category	Tasks (Activities)	Performance Measures
Employ 1 Partner Services Staff assigned to facilitate OOC Services at 100% FTE on this initiative	NA	<ul style="list-style-type: none"> Minimum training requirements for the ExPS Advocate: <ul style="list-style-type: none"> ExPS protocols for partner and linkage to care services; Annual HIV confidentiality training; Passport to Partner Services; Motivational interviewing techniques/ Transtheoretical Model; Strength Based Case Management; Health Care Systems Navigation (NYS Uninsured Care Program); Recommended trainings as appropriate and available in the ExPS Core Competencies The Partner Services Staff's duties will include: <ul style="list-style-type: none"> Investigate out of care patients and link patients to medical care; Elicit, notify, and test partners of out of care patients of their potential exposure to HIV; Engage patients and named partner(s) in a risk reduction conversation and provide condoms and safer sex supplies; Collect and/or verify identifying and demographic information contained within the report related to HIV; Complete PS field investigation related paper and/or electronic documents; Upon case closure, submit with applicable worker comments to supervisor for review within two business days of case closure; Maintain patient files and ensure confidentiality/security of files; Assisting with other priority public health issues if/when they arise (e.g., local SY case increases, outbreaks, emergency situations, etc.). The Contract Manager must approve non-ExPS work. Assist with other Partner Services activities (e.g., STD, HIVPS) when/if ExPS case assignments are low. Note this could include provider education and community mobilization efforts surrounding Partner Services. The Contract Manager must approve non-ExPS work. 	<p>1 Partner Services Staff will be employed to perform project activities in Albany County.</p> <p>Monthly case assignments will be sent through CDESS-MIS each month. The Partner Services Staff will prioritize case assignments for field investigation using the ExPS protocols and local prioritization grids (as applicable).</p>
Employ 1 Supervisor to provide	NA	<ul style="list-style-type: none"> Supervisor to supervise the Partner Services Staff that will implement the initiative. 	Review each patient record within two business days for accurate and

WORK PLAN SUMMARY

supervision to the ExPS Advocate.		<ul style="list-style-type: none"> • The Supervisor will receive the same training outlined above for Partner Services Staff. • Provide monthly OOC assignments to the Partner Services Staff. Partner Services Staff may act as Supervisor on CDESS to assign cases to him/herself and will be verified by Division supervisor. • The Supervising Public Health Advisor's duties will include: <ul style="list-style-type: none"> ○ Assign work, and monitoring the case load and productivity of the ExPS Advocate; ○ Ensure that targets are being met; ○ Assist the Partner Services Staff with complex cases and act as a back-up for case investigation and partner services; ○ Ensure full coverage of ExPS activities for the period of this contract (including periods of absence, vacation and/or leave on the part of the contractual Partner Services Staff). 	<p>complete data entry for all variables and flag for Partner Services Staff review as necessary.</p> <p>Upon final review, close all patient records by the 10th of the following month for all patient records closed in the previous month (e.g. patient records closed in September will be submitted by October 10th).</p>
Have an administrative structure in place to ensure that the ExPS is organized, equipped and staffing supports the scope of services to satisfy the terms of the contract workplan.	NA	<ul style="list-style-type: none"> • ACDOH administration ensures that: <ul style="list-style-type: none"> ○ Executive staff is familiar with the project work plan and actively supports efforts to achieve work plan goals, objectives and contract deliverables; ○ ExPS staff is familiar with specific ExPS protocols; ○ ExPS staff is familiar with work plan requirements that pertain to their duties and responsibilities; ○ Systems are in place to minimize staff vacancies, including encouraging staff retention and expediting recruitment; and ○ Supervisor will assign appropriate PS staff as back-up when needed to ensure data collection, entry and reporting. In the event of long term absence, trained back-up staff will be assigned. • ACDOH will implement strategies to recruit, retain, and promote staff and leadership that are representative of the demographic characteristics of the service area. • Staff receive ongoing education and training in culturally and linguistically appropriate service delivery. 	<p>ACDOH will provide the Partner Services Staff with space that is compliant with the National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention (NCHHSTP) standards for the performance of the aforementioned duties and the documentation thereof.</p> <p>ACDOH will reimburse its employee for all local travel expenses at the negotiated rate stipulated in the collective bargaining agreement between the ACDOH and the agent representing such employee.</p> <p>ACDOH has comprehensive personnel policies and procedures are in place and personnel files include:</p> <ul style="list-style-type: none"> • Signed HIV confidentiality statement; • Documentation of initial (if

WORK PLAN SUMMARY

			<p>applicable) and annual HIV confidentiality training and other required annual training;</p> <ul style="list-style-type: none"> • Annual signed attestation for usage of NYEHMS/CDESS-MIS; • Certificates of training and/or proof of attendance for required and additional trainings; • Employee resume and job description; and • Annual performance evaluation. <p>ACDOH conducts annual staff performance evaluations that include supervisory input.</p>
Essential ExPS Components			
Objective	Budget Category	Tasks (Activities)	Performance Measures
Prioritize case assignments for field investigation using the ExPS protocols and local prioritization grids (as applicable). Initiate out-of-care (OOC) services to persons with no evidence of care for 13-24 months in NYEHMS.	NA	<ul style="list-style-type: none"> • Use assignments via CDESS to identify and locate patients. • Use a variety of field operations tools available for both traditional and internet based investigation to enhance partner services (e.g., email, texting, video call): <ul style="list-style-type: none"> ○ Partner Services Staff will conduct investigations and interviews for each assigned case. Investigations will include phone calls, field visits (1 minimum), non-specific health department letters mailed and left at residence upon unsuccessful field visit, thorough review of the tracking system to obtain contact information, call any known laboratories or providers; ○ Partner Services Staff will have access to conduct internet-based investigations utilizing social media sites like Accurant, 	<p>Monthly Projections (n=10)</p> <p>Use ExPS Protocols to investigate all OOC cases.</p> <p>Provide updates on status of case assignments to AI staff during bi-weekly conference calls.</p> <p>Collaborate and coordinate with local HIV medical providers and direct service agencies to verify return to care appointment for out of care patients.</p>

WORK PLAN SUMMARY

		<p>People Find, white pages, Spokeo, etc. as well as NYS Internet Partner Services protocol.</p> <ul style="list-style-type: none"> • Promote continuity of care by linking located persons to HIV/AIDS treatment facilities, and referring for non-medical resources (e.g., case management providers, transportation, housing, etc.) for follow-up medical care and health maintenance. • At least quarterly connect with referring providers/agencies <ul style="list-style-type: none"> ○ medical providers in Albany County that the Partner Services Staff directly links patients to for medical care: <ul style="list-style-type: none"> ▪ Albany Medical Center AIDS Treatment Center ▪ Albany Medical Center Pediatric Infectious Disease Division ▪ Upstate Infectious Disease Associates ▪ Whitney M. Young Health Center ○ direct service agencies in Albany County that the Partner Services Staff directly links patients to non-medical services: <ul style="list-style-type: none"> ▪ Alliance for Positive Health (AIDS Council of Northeastern NY) ▪ Albany Medical Center AIDS Treatment Center ▪ Catholic Charities Care Coordination Services ▪ Whitney M. Young Health Center • Discuss the benefits of accessing medical care for HIV and treatment adherence, barriers to HIV testing, disclosure, accessing medical care for HIV and treatment • Conduct readiness assessment to determine willingness to access medical care and treatment for HIV • Partner Services Staff will use a strength-based approach to support patients during the re-engagement process by addressing his/her needs to achieve the ultimate goal of linkage to medical care for HIV and HIV treatment adherence. <ul style="list-style-type: none"> ○ Partner Services Staff will locate HIV-infected persons who are presumed out-of-care (OOC) and initiate linkage to care utilizing phone calls, text, motivational interviews, and transportation incentives, to ensure located persons keep 	
--	--	--	--

WORK PLAN SUMMARY

		<p>the first appointment with HIV/AIDS treatment facilities and resources for follow-up medical care and health maintenance; as per training received from NYSDOH. ACDOH may also drive the patient in a county car to the appointment if possible and deemed necessary. Reminder messages will be made 2 days prior to the appointment and again on the day of the appointment and a reminder text message will be sent 1 day prior to the appointment and again on the day of the appointment.</p> <ul style="list-style-type: none"> • Confirm patient attendance at the first medical appointment after return to care (e.g., phone call to remind patient of appointment, phone call to health care provider to verify attendance at HIV medical care appointment) • Notify partner(s) of located person of their exposure to HIV and provide/refer them to HIV testing and assistance with HIV medical evaluation as necessary. 	<p># and % of case assignments determined to be out-of-care within the ACDOH jurisdiction who are:</p> <ul style="list-style-type: none"> ○ Interviewed; ○ Successfully linked to care. <p># and % of located persons who name partners.</p> <p># and % of named partners who are notified of their exposure.</p> <p># and % of cases closed within one month of verified linkage.</p>
--	--	---	--

**WORK PLAN
SUMMARY**

Reporting and Continuous Quality Improvement			
Objective	Budget Category	Tasks (Activities)	Performance Measures
Submit timely data reports.	NA	<ul style="list-style-type: none"> Collect and submit data in accordance with ExPS protocols (under separate cover). Data for this project will require Partner Services Staff to document all variables and outcomes of Partner Services field investigation forms and additional variables using an ExPS Case Investigation Form (CIF) (under separate cover). Information for all field(s) on the PS field investigation form and the CIF will be submitted electronically via an electronic CDESS-MIS field record. Data must be submitted using CDESS-MIS as the sole collection source for any and all data related to the ExPS Project. At least weekly, review assignments on the Partner Services CDESS E-Assign queue. Prior to the initiation of contact, review all available data in NYEHMS and CDESS-MIS. At least weekly, update CDESS-MIS with information obtained during the conduct of ExPS activities. Completely update and review assignment, selecting the most appropriate closure status at the time of submission. 	<p>85% of cases closed and entered into CDESS-MIS will contain all necessary closure variables as stipulated in the ExPS protocols.</p> <p>100% of data submitted will be up to date (within 30 days).</p>
Submit timely narrative reports.	NA	<ul style="list-style-type: none"> Create and submit narrative reports as requested by AI program and contract management staff. 	<p>75% of narrative reports will be received by the established quarterly deadline.</p>
Submit timely fiscal reports/documents (vouchers, budget modifications, audits).	NA	<ul style="list-style-type: none"> Program and fiscal staff regularly review the status of grant spending. Create and submit fiscal reports/documents in accordance with AI/DOH protocols. 	<p>75% of fiscal reports/documents (will be received) by the established deadlines.</p>

WORK PLAN SUMMARY

Maintain strict security and record keeping procedures.		<ul style="list-style-type: none"> The ACDOH will to adhere to the same written confidentiality protocol and program guidance prescribed by the AIDS Institute. Records will be maintained within the ACDOH HIV partner services office. The records should never be accessible to unauthorized persons. Names of staff who have access to secured hard copies and/or computer files will be provided to the BHAЕ and updated whenever there is a change. Records will be maintained as follows: <ul style="list-style-type: none"> The field records will be kept in the hard copy file; The State case number (not the name) will be printed on the file folder tab; and No name or other identifier should be documented in this file or retained outside of the NYEHMS/CDESS. All confidential materials containing information which could potentially identify a reported case will be shredded prior to disposal. <p>Note: The reporting of suspect or confirmed HIV-infection cases by name is mandatory in New York State. The following provides guidance on the use and the disclosure of this confidential information:</p> <ul style="list-style-type: none"> Public Health Law 206 (1)(j); and Chapter 163, NYS Laws of 1998, Title III to Article 21 of Public Health Law; and Article 27F of Public Health Law; and Regulations of Title 10 NYCRR Part 63. 	The Partner Services Staff and all ExPS staff will annually receive the AI/BHAЕ confidentiality training, including signing the standard confidentiality attestation.
Engage in continuous quality improvement activities for all funded activities.	NA	<ul style="list-style-type: none"> Routinely examine ExPS data using AI reports available through AI program and contract management staff; discuss data internally and with AI program and contract management staff; implement corrective action plans to address programmatic and data-related deficiencies. Use quality improvement activities to guide future programming and make modifications. 	<p>Participate in at least quarterly calls with AI program and contract management staff to review data and assess progress in meeting contractual expectations.</p> <p>Number and percent of programmatic changes made relative to the number recommended by your AI program and contract management staff.</p>