

# Linkage and Re-Engagement of Women of Color — •

## START-UP PHASE

### Goal 1 Preparation for Intervention Implementation

#### Objective 1.1 Establish Expectations and Working Relationships with the Implementation Technical Assistance Center (ITAC), Dissemination and Evaluation Center (DEC) Intervention Leads, and Technical Assistance (TA) Content Experts

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Review the intervention protocol.	5/15/16	ITAC, TA Content Experts, DEC	Scheduling conflicts	Conference calls/ Webinars
b) Review and compile a list of tools to be used by Intervention Staff during the implementation phase, including acuity scales, care plans, case study templates, and a data dictionary.	6/15/16	ITAC, TA Content Experts, DEC	Scheduling conflicts	Conference calls/ Webinars
c) Plan for the convening agenda and performance site trainings.	6/15/16	ITAC, TA Content Experts, DEC	Scheduling conflicts	Conference calls/ Webinars
d) Schedule monthly ITAC and TA Content Experts “check-in” calls and/or meetings.	6/15/16	ITAC, TA Content Experts, DEC	Scheduling conflicts	Conference calls/ Onsite meeting
e) Performance sites meet with ITAC and review implementation plan and TA Agenda, inclusive of site visit protocols.	7/1/16	ITAC	Scheduling conflicts; delay in funding agreement	Onsite meeting
f) Performance sites meet with DEC Intervention Lead and review multisite evaluation (MSE) plan; identify MSE data collection and reporting procedures; establish MSE reporting timeline; identify MSE TA needs.	7/1/16	DEC	Scheduling conflicts; delay in funding agreement	Conference calls/ Onsite meeting
g) Onsite, multisite, and conference call meeting schedules are established between performance sites and ITAC, DEC, TA Content Experts.	7/1/16	ITAC	Scheduling conflicts	Conference calls/ Onsite meeting

#### Objective 1.2 Identify Additional Training and Support Needs

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Conduct functional assessment to determine training and TA support needs related to implementation of the intervention model, relationship building and strengthening, work flow efficiency, acuity tools and integration of Peers within existing programs.	7/1/16	ITAC, TA Content Experts, DEC	Scheduling conflicts; delay in funding agreement	Onsite assessment
b) Provide TA support to assess staffing needs, hiring protocols, and deadlines.	7/1/16	ITAC, TA Content Experts, DEC	Personnel policies	Onsite assessment
c) Provide TA support to assess protocol needs related to: referrals, safety and boundary issues, patient intake/assessment, and confidentiality/Health Insurance Portability and Accountability Act (HIPAA).	7/1/16	ITAC, TA Content Experts, DEC	Scheduling conflicts	Onsite assessment
d) Provide TA support to assess comprehension and use of electronic medical records (EMRs) and areas in need of improvement.	7/1/16	ITAC, TA Content Experts, DEC	Staff use and lack of knowledge of EMR	Onsite assessment/ Conference calls
e) Provide TA support to assess and address internal/ external gaps in services.	8/31/16	ITAC, TA Content Experts, DEC	Scheduling Conflicts	Onsite assessment/ Conference calls
f) Provide TA support to assess performance site knowledge of National HIV/AIDS Strategy (NHAS) and assess what elements of the strategy the intervention will address.	7/1/16	ITAC, TA Content Experts, DEC	Lack of knowledge of NHAS	Onsite assessment/ Convening/ Conference calls

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## Goal 2 Provide Necessary Training to Implement Intervention

### Objective 2.1 Train Project Staff and Agency Leadership

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Train staff on intervention protocols and components.	9/30/16	ITAC, TA Content Experts, DEC	Lack of knowledge of specific program model	Webinar/Convening/Conference calls
b) Provide TA support to assess internal/external gaps in services.	9/30/2016 – ongoing	ITAC, TA Content Experts, DEC	Organizational culture and knowledge of external resources	Webinar/Conference calls
c) Train intervention staff and management in theoretical basis for intervention and support management's "buy in."	9/30/16	ITAC, TA Content Experts, DEC	Unfamiliarity with theoretical bases for interventions and use of social and behavioral theories	Webinar/Convening
d) Train supervisory staff on how to work with and supervise Peers.	9/30/16	ITAC, TA Content Experts, DEC	Unfamiliarity with working with Peers	Webinar/Convening/Conference calls
e) Provide training and TA support to Peers on disclosing HIV status/Peer status to their patients, how to engage as both a care team member and a patient, and managing boundary issues with clients.	9/30/16	ITAC, TA Content Experts, DEC	Difficulty with boundary issues; organizational culture challenges	Webinar/Convening/Conference calls
f) Train intervention staff and management on the network of care needed for comprehensive support for program participants, including: establishing community referral networks and creating and tracking comprehensive memorandum of understanding (MOUs) that include timelines for referrals and MOU renewal protocols.	9/30/16	ITAC, TA Content Experts, DEC	Culture of local service area related to collaboration vs. competition	Onsite assessment/Convening/Conference calls
g) Train staff on protocols for establishing staff integration; intervention team meetings, supervision protocols (clinical/administrative) and strategies for integrating Peers into the clinical team.	9/30/16	ITAC, TA Content Experts	Challenges with organizational capacity, culture, and protocols	Onsite assessment/Convening/Conference calls
h) Train staff on supervisory protocols that include supportive supervision, using lead Peers.	9/30/16	ITAC, TA Content Experts	Lack of organizational capacity	Onsite meetings/Conference calls
i) Train Data Manager in MSE data collection and reporting.	9/30/16	DEC (with support from ITAC)	Unfamiliarity with Boston University database	Webinar/Convening
j) Train Project Manager on using FoundationConnect for submission of program reports.	9/30/16	ITAC	Unfamiliarity with FoundationConnect	Webinar/Convening
k) Train Project Manager on federal funding compliance requirements and AIDS United financial procedures.	9/30/16	ITAC	Organizational capacity and systems challenges	Training/provide AIDS United grantee manual

## Goal 3 Provide Support for Local Institutional Review Board (IRB) Approval

### Objective 3.1 Advise and Provide Templates for IRB Application

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Provide training on applying for and securing IRB approval.	6/15/16	DEC (with support from ITAC)	Challenges with scheduling logistics	Webinar
b) Conduct follow-up with each site on progress with IRB.	9/30/16	DEC (with support from ITAC)	Delays with IRB process	Conference calls
c) Determine if annual IRB renewals are secured.	9/30/2016 9/30/2017 9/30/2018	DEC (with support from ITAC)	Unfamiliarity with the renewal process	Conference calls

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## INITIAL IMPLEMENTATION PHASE

### Goal 1 Implementation and Capacity Building

#### Objective 1.1 Train Project Staff

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Conduct training needs assessment with staff, inclusive of knowledge of the HIV Care Continuum in their geographic area.	9/30/16 – ongoing	ITAC, TA Content Experts	Scheduling conflicts; lack of knowledge of HIV Care Continuum	Onsite assessment/ Online survey
b) Train supervisory staff in teaching the protocol to Peers.	9/30/16	ITAC, TA Content Experts	Unfamiliarity with the protocol	Onsite meetings/ Webinars/ Convening
c) Train staff in identifying and initiating contact with eligible patients.	9/30/16	ITAC, TA Content Experts	Lack of program model knowledge	Onsite meetings/ Webinars/ Convening
d) Train Peers in effective coaching and communication skills.	9/30/16	ITAC, TA Content Experts	Unfamiliarity with coaching techniques	Onsite meetings/ Webinars/ Convening
e) Train staff on strategies for supporting the integration of Peers into the clinical team and case conferencing protocols.	9/30/16	ITAC, TA Content Experts	Challenges with organizational culture and protocols	Onsite meetings/ Webinars/ Conference calls
f) Conduct Peer orientation. This is significant to Peer integration (both to facility and individual Peer program services) and Peer self-care.	9/30/16	ITAC, TA Content Experts	Unfamiliarity with program services	Onsite meetings/ Webinars/ Conference calls
g) Conduct trainings on gender-specific psychosocial experiences of women of color, including but not limited to advocating for children; engagement of the legal, health care, and school systems; and issues related to gender-based violence, such as trauma-informed care, post-traumatic stress disorder (PTSD), and its impact on treatment adherence.	9/30/16	TA Content Experts	Varied levels of staff knowledge	Webinars/ Conference calls
h) Train staff/community partners in HIV medical case management; HIV I01; antiretroviral therapies; HIV treatment adherence; and stigma related to HIV status, drug use, and other areas.	9/30/16	TA Content Experts	Unfamiliarity with subject areas	Onsite training/ Conference calls

#### Objective 1.2 Evaluation Preparations

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Evaluation staff trained in survey administration, data collection, and other administrative functions as required by DEC.	11/30/16	DEC (with support from ITAC)	Scheduling conflicts	Onsite training/ Webinars
b) Prepare agenda/materials for training at first convening.	7/30/16	DEC (with support from ITAC)	Scheduling conflicts	Conference calls
c) Establish standard call between intervention staff and DEC.	7/30/16	DEC (with support from ITAC)	Scheduling conflicts	Conference calls
d) Provide support to secure technology (e.g. laptops/tablets) and Internet capacity.	8/30/16	ITAC, DEC	Lack of organization capacity	Onsite meeting/ Conference calls/ Convening
e) Train management on DEC evaluation protocols regarding collecting and submitting data and forms.	8/30/16	DEC (with support from ITAC)	Unfamiliarity with protocols	Onsite training/ Conference calls/ Convening

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## Goal 2 Provide Ongoing Support for Implementing Sites

### Objective 2.1 Ensure Collaboration and Sharing of Strategies Across Sites

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Facilitate sharing of successes, challenges, and strategies among implementing sites. Explore strategies for ongoing Peer development.	11/30/16 – ongoing	ITAC, TA Content Experts	Scheduling conflicts	Conference calls

### Objective 2.2 Track Program Outcomes

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Provide support to staff in developing referral tracking systems, community outreach, Peer linkage, and re-engagement in care.	11/30/16 – ongoing	DEC (with support from ITAC)	Unfamiliarity with structured tracking systems	Conference calls/ Webinars
b) Provide support and training in the areas of data tracking and cleaning and standardizing information flow from the EMR. This includes mapping chart collection to a location in the EMR.	11/30/16 – ongoing	DEC (with support from ITAC)	Unfamiliarity with data collection protocols	Conference calls/ Webinars
c) Conduct quality assurance reviews.	11/30/16 – ongoing	DEC (with support from ITAC)	Scheduling conflicts	Onsite meeting

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## MAINTENANCE PHASE

### Goal 1 Provide Ongoing Support for Implementing Sites

#### Objective 1.1 Ensure Collaboration and Sharing of Strategies Across Sites

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Facilitate the sharing of successes, challenges, and strategies among implementing sites. Create opportunities for Peer growth, including professional development and Peer-based leadership positions.	ongoing	ITAC, TA Content Experts, DEC	Scheduling conflicts	Conference calls

#### Objective 1.2 Share Impact of Intervention Across Sites

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Share national evaluation data, as available.	ongoing	ITAC, TA Content Experts, DEC	Lag time until sufficient data is collected to share	Conference calls/ Webinars
b) Sites will share case studies of participants served through the intervention, as well as staff experiences.	ongoing	ITAC, TA Content Experts	Unfamiliarity with case study presentation format	Conference calls/ Webinars

### Goal 2 Ensure continuity and fidelity to Program Model through Staffing Changes

#### Objective 2.1 Provide training for new staff

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Schedule trainings with all new staff, including an overview of key intervention elements and evaluation.	Within one month of a staff member's start date	ITAC, DEC	Scheduling conflicts	Requirement of implementing sites to be included in grantee manual

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## PROGRAM INTEGRATION PHASE

### Goal I Planning for Integration of Program Model

#### Objective 1.1 Assess Organizational Sustainability, Including Integration of the Peers Intervention

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Provide access to structured sustainability assessment tools.	5/30/18	ITAC	Lack of specific funding to continue intervention	Washington University's Program Sustainability Assessment Tool/ Webinar
b) Provide TA support to explore future Medicaid reimbursements for Peer-delivered services (if applicable).	7/1/16	ITAC, TA Content Experts, DEC	State restrictions; organizational concerns	Onsite meeting/ Conference calls
c) Provide individualized coaching on maintaining intervention, inclusive of strategies for continuing to recruit, hire, train, and support the professional development of Peers.	12/20/18	ITAC, TA Content Experts	Lack of motivation to sustain intervention	Onsite meeting/ Conference calls

#### Objective 1.2 Assess Impact of Intervention on Program

Activity	Completion Date	Responsible Parties	Potential Barriers	TA Strategies
a) Conduct qualitative interviews with Intervention Staff, key stakeholders, and patients.	5/30/19	ITAC, DEC	Scheduling conflicts	Onsite meeting/ Online surveys