



**Heluna Health**

**Request for Proposal  
for**

**Ending the HIV Epidemic Priority Population Interventions  
Category 5: Youth Under Age 30 Years with HIV**

Proposal Deadline: November 10, 2022 at 5:00 PM PST

Public Health Foundation Enterprises, Inc. dba  
Heluna Health  
On behalf of  
County of Los Angeles, Department of Public Health  
Division of HIV and STD Programs

HELUNA HEALTH  
13300 Crossroads Parkway, North Suite 450  
City of Industry, CA 91746  
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# Heluna Health

## **Request for Proposal – Ending the HIV Epidemic Priority Population Interventions Category 5: Youth Under Age 30 Years Living with HIV**

### **KEY DATES SCHEDULE**

ISSUANCE OF RFP.....	September 30, 2022
CONSULTANT QUESTIONS ON RFP DEADLINE.....	October 14, 2022 by 5:00 PM PST
PROPOSAL SUBMITTAL DEADLINE .....	November 10, 2022 by 5:00 PM PST
NOTIFICATION OF SELECTED CONTRACTOR BY .....	December 2, 2022

### **SUBMISSION INSTRUCTIONS FOR PROPOSAL**

Applicants are allowed to submit proposals for up to two (2) of the five (5) EHE Priority Populations Intervention RFPs posted. Electronic Submissions ONLY Including Application Narrative and Budget. Only clinics that provide HIV medical care or community-based organizations with a memorandum of understanding (MOU) with a clinic that provides HIV medical care are eligible to apply. Community-based organizations that do not provide HIV medical care must include an MOU with at least one clinic with their application.

**Send to:** Jaclyn Chavira      **Email:** [jchavira@helunahealth.org](mailto:jchavira@helunahealth.org)

**Subject Line:** Company/Person Name - RFP for EHE Population Interventions Category 5: Youth Under 30

### **ANTICIPATED TERM OF SERVICE/AFTER-ACTION PROJECT**

Anticipated project term is through February 2025. Contract budget, scope and terms are subject to review and approval on an annual basis.

**NOTICE: ALL QUESTIONS RELATED TO THIS RFP ARE TO BE DIRECTED TO Jaclyn Chavira via E-MAIL at [jchavira@helunahealth.org](mailto:jchavira@helunahealth.org)----- no later than October 14, 2022 by 5:00 PM PST. Questions will only be accepted via email. NO PHONE CALLS PLEASE**

Once the Contractor’s application has been reviewed and approved, HELUNA HEALTH will draft and send a contract encompassing required activities and approved funding. Additional documents may be required to establish the contractual agreement.



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### **Introduction and Background:**

#### **Background:**

The County of Los Angeles, Department of Public Health (DPH), Division of HIV and STD Programs (DHSP) received grant funding for *Ending the HIV Epidemic in the US* (EHE), a national initiative that seeks to reduce the number of new HIV infections in the United States by 75 percent in five years (by 2025) and by at least 90 percent in ten years (by 2030). EHE focuses on four key pillars to end the epidemic:

- 1) Diagnose people as early as possible,
- 2) Treat people rapidly and effectively,
- 3) Prevent new HIV transmissions, and
- 4) Respond quickly to HIV outbreaks.

This funding opportunity is for clinics that provide HIV medical care or community-based organizations with a memorandum of understanding (MOU) with a clinic that provides HIV medical care and is meant to strengthen the capacity of agencies to implement innovative, tailored programs that link, engage, and retain people living with HIV into medical care and supportive services. As part of the EHE plan, DHSP seeks to support agencies in providing client-centered approaches to selected interventions using their knowledge and expertise working with these groups. Contractors will be responsible for focusing on two of the four EHE Pillars: Treat and Respond.

Contractors shall conduct the identified intervention for the selected priority population to:

- 1) improve linkage to HIV medical care;
- 2) improve rapid antiretroviral therapy (ART);
- 3) improve engagement and re-engagement in HIV care;
- 4) improve retention in HIV care;
- 5) improve viral suppression; and
- 6) strengthen the capacity of their agency to provide tailored services to priority populations.

### **Brief Description of Interventions**

DHSP reviewed and selected several evidence-based interventions that offer innovative, client-centered approaches to reducing HIV-related disparities and show promise for reaching the above goals. Organizations applying for EHE Priority Population Interventions grants for this specific population will have the opportunity to select from the **E-VOLUTION** or **HEALTH MODELS: Pay-for-Performance Program**.



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**E-VOLUTION** is an intervention that uses a two-way text messaging to help young people living with HIV or youth at high risk of getting HIV. The goal is to improve their health outcomes along the HIV continuum of care. Participants receive automated text messages to remind them to take their medications (daily) and attend their medical visits (as scheduled). In addition, participants receive automated messages weekly to monitor their mood and monthly to monitor their housing status. Text messaging between participants and case managers is intended to facilitate timely communication regarding missed doses, worsening mood, missed appointments, or changes in housing/social service needs. In addition, if the participant has specific questions, case managers may respond via text and refer resources.

**Health Models: Pay-for-Performance Program** is an 18-month intervention which uses monetary-based reinforcement (i.e., incentives) to promote ART adherence in PLWH. Participants who participate in the Health Models program receive incentives for enrollment and completing HIV-care related activities to facilitate HIV care engagement in addition to continuing to receive the standard HIV care services available in their clinic (e.g., adherence counseling and health education). Program Coordinators provide patient navigation services, counseling, education, monitoring of HIV appointments and adherence, and manage and administer financial incentives. Participants receive the standard of care for HIV treatment services available in their clinic (e.g., adherence counseling and health education) and those enrolled in Health Models will receive incentives for activities related to HIV care engagement and retention. Specifically, participants can receive \$50 for initial enrollment (one time), \$20 for attending HIV medical appointments (no limit), \$10 for attending HIV laboratory appointments (no limit), \$10 for linkage to supportive service referrals (once per year), and \$75 for attaining or maintaining viral suppression (no limit). Incentives will be provided via gift cards or a reloadable credit card.

Table 1 below offers more information about the interventions identified for this Priority Population.



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**Table 1: EHE Priority Populations Intervention Descriptions**

EHE Priority Population	Intervention Options	Description
<p><b>Youth under age 30 years with HIV</b></p>	<p>(1) <a href="#">E-VOLUTION</a></p> <p><b>OR</b></p>	<ul style="list-style-type: none"> <li>▪ Two-way text messaging intervention utilizing two-way text messaging platform to connect with, support, and improve health outcomes for youth living with HIV.</li> <li>▪ Includes both (1) automated reminder texts, mood check-ins and supportive services check-ins and (2) live text messaging with medical case managers.</li> <li>▪ Recommended Staffing:               <ul style="list-style-type: none"> <li>○ One Project Manager/Financial Administrator</li> <li>○ Project Coordinator/Champion</li> <li>○ Field Staff/Manager of client responses to automated system</li> </ul> </li> </ul>
	<p>(2) <a href="#">HEALTH MODELS: Pay-for-Performance Program</a></p>	<ul style="list-style-type: none"> <li>▪ Incentive-based program + patient navigation services, treatment adherence counseling, and HIV health education to support retention in care and reach viral suppression.</li> <li>▪ Patient navigators offer low barrier support for participants.</li> <li>▪ Incentives include:               <ol style="list-style-type: none"> <li>1. Initial Enrollment: \$50 (limit 1 per person)</li> <li>2. Attending HIV care medical appointment: \$20 (no limit)</li> <li>3. Attending HIV laboratory appointment: \$10 (no limit)</li> <li>4. Supportive service referral incentive: \$10 (1 per year)</li> <li>5. Attaining or maintaining viral suppression: \$75 (no limit)</li> </ol> </li> <li>▪ Recommended Staffing:</li> </ul>



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		<ul style="list-style-type: none"> <li>○ One project manager/coordinator with experience with HIV or other chronic conditions.</li> <li>○ At least one Health Models Coordinators who assist with patients navigation, care coordination, and tracking care outcomes for incentives.</li> </ul>
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### **Purpose, Goals and Objectives:**

#### **Purpose:**

The purpose of this solicitation is for HELUNA HEALTH, a 501(c)3 non-profit organization, on behalf of the County of Los Angeles, Department of Public Health, Division of HIV and STD Programs to solicit proposals from qualified contractors to award a contract for design, development, and implementation for the Ending the HIV Epidemic Priority Population Interventions, Category 5: Youth Under Age 30 Years Living with HIV

#### **Goals and Objectives:**

##### Primary Goal:

Increase rates of viral suppression and improve individual-level health outcomes and well-being of Youth Under Age 30 Years with HIV and prevent transmission of HIV.

##### Program Goals:

- A. Improve linkage to HIV medical care and treatment.
- B. Improve adherence to antiretroviral therapy (ART).
- C. Improve retention in HIV care.
- D. Improve engagement and re-engagement in HIV care.
- E. Improve viral suppression among priority population.

##### Objectives:

1. Increase percentage of participants with HIV linked to medical care.



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2. Increase percentage of participants who are engaged in care (having more than two HIV medical care visits in a 12-month period).
3. Increase percentage of participants who are re-engaged in care (having two or more HIV medical care visits after being out of care for at least 9 months (6 months if not virally suppressed) with no medical care visit in a 12-month period).
4. Increase percentage of participants who are retained in care (at least 2 visits, 3 months apart in 12-month period).
5. Increase percentage of participants who are virally suppressed (<200 copies/ml in 12-month period).
6. Increase HIV knowledge, health beliefs, self-efficacy in managing own care among participants.
7. Increase capacity of clinic to improve HIV care continuum outcomes among priority population.

### **Scope of Work and Budget:**

#### **Service Overview:**

The contractor agrees to provide HELUNA HEALTH/County of Los Angeles, Department of Public Health, Division of HIV and STD Programs the services described herein.

Budget for Year One (1) is December 2<sup>nd</sup>, 2022 or date of execution to February 28, 2023.  
Budget for Year Two (2) is March 1, 2023 – February 28, 2024.

Each budget year must include:

- Salaries
- Employee Benefits
- Travel
- Equipment
- Supplies
- Other
- Consultant/Subcontractor
- Indirect

Justification must be included for each category for each budget year.



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### **Services to be Performed:**

Primary responsibilities and/or services to be provided by the Contractor shall include, but not be limited to, those activities as listed in Attachment A, Sample Scope of Work for EHE Priority Population Interventions, Category 5: Youth Under Age 30 Years Living with HIV.

### **Service Location:**

Contractor shall maintain a physical office location with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8 a.m. to 5 p.m., Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Contract. When the office is closed, an answering service shall be provided to receive calls. The Contractor shall answer calls received by the answering service within twenty-four (24) hours of receipt of the call.

### **Service Hours:**

The Contractor shall provide EHE Priority Population Interventions Services during the hours that are the most effective and convenient for the population served. Hours may be the standard Monday through Friday, between 8:00 a.m. to 5:00 p.m., but may also include alternate hours such as evenings, late nights, and weekends. Contractor is not required to work on the following County recognized holidays: New Year's Day; Martin Luther King's Birthday; Presidents' Day; Cesar Chavez Day; Memorial Day; Independence Day; Labor Day; Indigenous Peoples Day; Veterans' Day; Thanksgiving Day; Friday after Thanksgiving Day; and/or Christmas Day.

### **Budget:**

Budget for Year One (1) is December 2<sup>nd</sup>, 2022 or date of execution to February 28, 2023.  
Budget amount not to exceed \$300,000.

Budget for Year Two (2) is March 1, 2023 – February 28, 2024.  
Budget amount not to exceed \$300,000.

### **Reporting:**

Primary reporting requirements to be fulfilled by the Contractor shall include, but not be limited to, the Evaluation Methods and Documentation as listed in Attachment A, Scope of Work for EHE Priority Population Interventions, Category 5: Youth Under Age 30 Years Living with HIV.





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### **Estimated Timeline**

<b>Activity</b>	<b>Estimated Timeline</b>
Release of RFP	September 30, 2022
Contractor questions on RFP deadline	October 14, 2022 by 5:00 PM PST
Proposals due from contractor	November 10, 2022 by 5 PM PST
Notification of selected contractor	By December 2, 2022
Kick off meeting with LAC DHSP, Heluna Health, partners, and contractor	TBD after contract is executed.

### **Proposal Requirements-Instructions:**

- 12 pt. Font, Times New Roman.
- Double-spaced.
- All documents submitted as PDFs.
- Title Page/Cover Letter must be signed by an agent, owner or authorized officer of your company.
- Each section must contain a separate header.

All proposers must provide the following as part of their proposal:

#### **Title Page/Cover Letter**

#### **Maximum of 1 page in length.**

Include you or your company's name, address, web site, telephone number, and primary contact person with e-mail, direct line and mobile phone numbers. The title page will be considered a cover letter, and should be signed by an agent, owner or authorized officer of your company.

#### **Organizational Capacity**

#### **Maximum of 2 pages in length.**

(1) Describe your organization's experience providing HIV treatment and care or related services to the selected priority population. Please include details about the HIV-related services you



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currently offer and supporting data related to linkage to care, retention, re-engagement in care and viral suppression over the past 2 years.

(2) Describe your organization's experience implementing evidence-based interventions (EBIs) to support PLWH in linkage, retention, re-engagement in care, and viral suppression. Please include examples of interventions your organization has implemented for the selected priority population in the past (if any), results of past programs, challenges the organization faced during program implementation, and how your organization has responded to challenges in implementation.

(3) How does your organization currently support patients facing barriers and challenges in treatment adherence and viral suppression, including mental health conditions and substance use disorder? How will the proposed program fill any gaps in services currently offered to these patients?

### **Project Narrative**

**Maximum of 3 pages in length.**

(4) Describe your plan to implement the selected intervention based on published research, replication guides, and other relevant resources. The following components must be included in your response:

- a. Summary of how your organization plans to implement the selected intervention including innovative approaches or strategies that will be included as part of the intervention (e.g. virtual meetings, new technologies, communication methods) if appropriate for the selected intervention;
- b. Approach the organization will employ to identify and recruit members of the priority population for the selected intervention;
- c. Staffing plan including clear roles and responsibilities of all program staff, staff retention plan, and current organizational readiness to implement the selected intervention;
- d. Training, capacity building, and technical assistance (TA) needed to support the implementation of the proposed intervention; and
- e. If incentives are included in the proposed intervention, include an incentive schedule/plan, tracking processes, and incentive management processes.

*If choosing E-VOLUTION, please respond to the following:*

- a. Please describe the unmet needs (e.g., housing, food security, employment, transportation) of young people living with HIV at your agency and how this intervention will address these needs.
- b. Please describe your organization's experience with and/or approach to using mobile technology (e.g., texting, phone-based applications) or social media to communicate with clients, improve medication adherence, and support engagement in care.



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*If choosing HEALTH MODELS, please respond to the following:*

- c. Please describe the unmet needs (e.g., housing, food security, employment, transportation) of young people living with HIV at your agency and how this intervention will address these needs.
- d. Please describe your organization's experience with and/or approach to implementing incentive-based programs.
- e. Please describe what other support services your organization will offer participants, outside of financial incentives, to ensure they successfully achieve viral suppression.

### **Data Collection and Evaluation**

**Maximum of 3 pages in length.**

(6) Please describe your organization's plan for collecting, analyzing, and providing data on an ongoing basis to DHSP/Heluna Health for the EHE Priority Population Interventions grant program. Please include how data will be collected, staff responsible for data collection and analysis, and plan to meet reporting requirements.

(7) How will your organization measure success in implementing the selected intervention with this priority population? Please describe your plan to measure effective implementation of the selected intervention(s) and ensure that services provided are reflective of overall initiative goals and strategies.

### **Budget**

**Maximum of 3 pages in length.**

(8) Please provide a budget and budget narrative for the proposed program. Applicants must submit an itemized budget narrative.

Budget must include:

- Salaries and wages
- Fringe benefits
- Operation Expenses
  - Travel
  - Training fees (ex: Seeking Safety training)
  - Supplies
  - Equipment
- Consultant/Contractor



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- Total Indirect costs

### **Documents to Include with Application**

- Completed and signed W9 <https://www.irs.gov/pub/irs-pdf/fw9.pdf>
- Proof of General Liability Insurance Certificate  
Insurance Coverage Requirements:
  - Commercial General Liability
    - General Aggregate: \$2 Million
    - Products/Completed Operations Aggregate: \$1 Million
    - Personal and Advertising Injury: \$1 Million
    - Each Occurrence: \$1 Million
  - Automobile Liability: \$1 Million per accident
  - Workers Compensation and Employers' Liability: \$1 Million per accident
  - Professional Liability/Errors and Omissions: \$1 Million per claim and \$3 Million aggregate
  - Sexual Misconduct Liability: \$2 Million Aggregate
- Business License
- If the applicant is a community-based organization that DOES NOT provide HIV medical care, please provide at least one memorandum of understanding (MOU) with a clinic that provides comprehensive HIV medical care.
- All employees of Contractor and persons working on its behalf will be required to submit proof of vaccination for COVID-19 and negative TB test.

Attachment A  
 COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
 DIVISION OF HIV AND STD PROGRAMS

**Ending the HIV Epidemic (EHE) Intervention**  
**Category 5: Youth Under Age 30 Years**  
**Scope of Work**  
 Date of Contract Execution – 2025

The Contractor shall achieve the following goals and objectives. Objectives are achieved by following the work plan, composed of implementation and evaluation activities. Activities are to be completed according to the stated timelines and are to be documented as specified.

Goal: Increase rates of viral suppression and improve individual-level health outcomes and well-being of Youth Under Age 30 Years with HIV and prevent transmission of HIV.

OBJECTIVES	ACTIVITIES	TIMELINE	EVALUATION METHOD AND DOCUMENTATION
<p><b>Objective 1.0 Program Staff</b>                      Recruit and hire qualified staff reflective of the community and experienced with HIV prevention and/or treatment services.</p>	<p>1.1 Maintain and/or recruit and hire one (1) FTE qualified staff member to serve as Project Manager or Coordinator. Document recruitment efforts and maintain documentation (e.g. job description, job postings, resume of hired staff).</p> <p>1.2 Maintain and/or recruit and hire qualified staff members as related to selected EHE intervention (e.g. Health Models Pay-for-Performance or E-VOLUTION) to support implementation of interventions. Document recruitment efforts and maintain documentation (e.g. job descriptions, job postings, resumes of hired staff).</p> <p>INTERVENTION A</p> <p>a. For <a href="#">HEALTH MODELS: Pay-for-Performance Program</a> recommended staff include but are not limited to: (1) One project manager/coordinator with experience with HIV or other chronic conditions and (2) At least one Health Models Coordinator who assist with patients navigation, care coordination, and tracking care outcomes for incentives</p>	<p>DOE and ongoing</p> <p>DOE and ongoing</p>	<p>1.1 Documents will be kept on file and documented in monthly reports to DHSP.</p> <p>1.2 Documents will be kept on file and documented in monthly reports to DHSP.</p>

Attachment A  
COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
DIVISION OF HIV AND STD PROGRAMS

**Ending the HIV Epidemic (EHE) Intervention**  
**Category 5: Youth Under Age 30 Years**  
**Scope of Work**  
Date of Contract Execution – 2025

OBJECTIVES	ACTIVITIES	TIMELINE	EVALUATION METHOD AND DOCUMENTATION
	<p>OR</p> <p>INTERVENTION B</p> <p>a. For <a href="#">E-VOLUTION</a> recommended staff include but are not limited to: (1) One Project Manager/Financial Administrator; (2) Project Coordinator/Champion; and (3) Field Staff/Manager of client responses to automated system</p>		
<p><b>Objective 2.0</b>  <b>County Meetings and Trainings</b>  Participate in a minimum of 3 trainings on informational and skills building trainings/webinars and a minimum of 3 conference calls.</p>	<p>2.1 Participate in trainings/webinars as required by DHSP. Training topics include but are not limited to: Addressing Implicit Bias, Social Determinants of Health, Motivational Interviewing, intervention training(s), etc. DHSP training calendar can be accessed <a href="#">here</a>.</p> <p>2.2 Identify and attend intervention specific trainings to ensure staff are up to date on technical information to effectively provide services. Maintain list of trainings, participants, and certificates of completion.</p> <p>2.3 Participate in meetings/conference calls as required by DHSP to provide updates on intervention planning, implementation, and progress.</p> <p>2.4 Attend trainings and meetings/conference calls. Maintain list of trainings, participants, certificates of completion.</p>	<p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing</p>	<p>2.1 Documents will be kept on file and documented in monthly reports to DHSP.</p> <p>2.2 Documents will be kept on file and documented in monthly reports to DHSP.</p> <p>2.3 Documents will be kept on file and documented in monthly reports to DHSP.</p> <p>2.4 Documents will be kept on file and documented in monthly reports to DHSP.</p>

Attachment A  
 COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
 DIVISION OF HIV AND STD PROGRAMS

**Ending the HIV Epidemic (EHE) Intervention**  
**Category 5: Youth Under Age 30 Years**  
**Scope of Work**  
 Date of Contract Execution – 2025

OBJECTIVES	ACTIVITIES	TIMELINE	EVALUATION METHOD AND DOCUMENTATION
<p><b>Objective 3.0</b>  <b>Intervention Planning and Training</b></p>	<p>3.1 Identify and train appropriate staff to support implementation of intervention.</p>	<p>Within 3 months of DOE</p>	<p>3.1 Documents will be kept on file and documented in monthly reports to DHSP.</p>
	<p>3.2 Determine clinic or program operations and processes to support implementation of intervention.</p>	<p>Within 3 months of DOE</p>	<p>3.2 Documents will be kept on file and documented in monthly reports to DHSP.</p>
	<p>3.3 Develop intervention plan and submit to DHSP for approval. Intervention plan must include, but is not limited to:                      a. Overview of program/intervention plan with timeline                          i. For interventions with group classes, include schedule of and overview of classes, and meeting times/locations.                          ii. For intervention with one-on-one meetings, develop timeline of intervention process to be used as a baseline for each participant.                          iii. For <a href="#">Health Models: Pay-for-Performance Program</a>, develop a timeline for intervention process to be used as a baseline for each participant including: schedule for viral load assessment (at intake and at least every 3 months), methods for objectively verifying test results and appointment attendance, incentive plan, plan for ensuring rapid delivery of incentives, and procedures to ensure ethical distribution of incentives.                      b. Staffing model and staff retention plan for intervention                      c. Recruitment process. Include criteria for clients to participate, selection process, incentive plan, steps and timeline for recruitment, etc.) (see Objective 4.0)</p>	<p>Within 5 months of DOE</p>	<p>3.3 DHSP letter of approval and document to be kept on file.</p>

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**Ending the HIV Epidemic (EHE) Intervention**  
**Category 5: Youth Under Age 30 Years**  
**Scope of Work**  
 Date of Contract Execution – 2025

OBJECTIVES	ACTIVITIES	TIMELINE	EVALUATION METHOD AND DOCUMENTATION
	d. Data collection and Reporting e. Evaluation plan (see Activity 6.1)		
<p><b>Objective 4.0 Participant Selection and Recruitment</b>                      Enroll a minimum of 75 clients who are under 30 years of age and are:</p> <ol style="list-style-type: none"> <li>1) Newly diagnosed with HIV</li> <li>2) Previously diagnosed with HIV and out of care or not engaged in care.</li> <li>3) Previously diagnosed with HIV and not virally suppressed.</li> </ol>	<ol style="list-style-type: none"> <li>4.1 Recruitment process must be included in Intervention Plan (Activity 3.4) and approved by DHSP.</li> <li>4.2 Recruit and finalize participants. Participant rosters with contact information and demographics to be kept on file.</li> <li>4.3 Prepare, develop, and compile materials and/or resources to provide clients recruited for intervention. Submit for DHSP approval.</li> </ol>	<p>Within 4 months of DOE</p> <p>Start recruitment within 6 months of DOE</p> <p>Within 4 months of DOE</p>	<ol style="list-style-type: none"> <li>4.1 DHSP letter of approval and document to be kept on file.</li> <li>4.2 Documents will be kept on file and documented in monthly reports to DHSP.</li> <li>4.3 DHSP approval and documents to be kept on file and reported in monthly reports.</li> </ol>



Attachment A  
 COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
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**Ending the HIV Epidemic (EHE) Intervention**  
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**Scope of Work**  
 Date of Contract Execution – 2025

<p><b>Objective 5.0</b>  <b>Implement Intervention</b>          Implement selected intervention as designed.</p>	<p>5.1 Implement intervention plan for either Intervention A and/or B:</p> <p>INTERVENTION A</p> <p>a. For Health Models: Pay-for-Performance Program, conduct the pay-for-performance intervention as designed (e.g. distributing incentives based on achieving key milestones in care and for demonstrating viral suppression) and include the following activities:</p> <ol style="list-style-type: none"> <li>1) Implement intervention as designed in <a href="#">Health Models: Pay-for-Performance Program</a>.</li> <li>2) Verify viral load results for each client at intake and at least once every 3 months throughout the duration of the intervention.</li> <li>3) Conduct a needs assessment with each client at least once per month throughout the duration of intervention.</li> </ol> <p>OR</p> <p>INTERVENTION B</p> <p>a. For E-VOLUTION develop and implement a two-way text messaging system that includes regular communication between case management and clients; deliver tailored case management services, and psychosocial support; and conduct multidisciplinary case conferencing with the clinic care team to review and address the needs of clients.</p>	<p>DOE and ongoing</p>	<p>5.1 Documents will be kept on file and reported in monthly reports.</p>
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COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
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	<p>1) Implement intervention as designed in <a href="#">E-VOLUTION</a>.</p> <ul style="list-style-type: none"><li>i. Complete a safety screening (i.e., an assessment to ensure that candidate understands and can evaluate his personal safety if someone finds messages on their phone or surveys on the computer) and a consent form for clients’ participation at enrollment.</li><li>ii. Implement a two-way text messaging system to collect condition-specific data from enrolled clients. Select a two-way messaging system and submit it to DHSP for approval. Upon approval, the contractor will purchase and enters into a Business Associate Agreement with the chosen system. The two-way text messaging system must: automate text messages and provide real-time alerts to the Client Navigator team</li><li>iii. Develop and implement a Medical Case Management Text Messaging Policy to ensure privacy protection.</li><li>iv. Set up automated text messages in two-way text messaging system to send: daily medication reminders, weekly mood check-ins, appointment reminders, and monthly social service needs assessment to clients; and alerts of missed medication doses, worsening</li></ul>		
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	<p>mood, missed medical appointments and concerns about housing/bills to Client Navigators</p> <p>v. Client Navigators must follow-up with clients to provide support and respond to needs that the text message system has alerted them to. Client Navigators must send an additional minimum of two (2) text messages per month to check on the client.</p> <p>5.2 Use principles of motivational interviewing and trauma informed care to conduct monthly individual psychosocial sessions between social worker and enrolled participants.</p> <p>5.3 Ensure clients are linked to HIV medical care and provided rapid antiretroviral therapy (ART). Linkage is defined as having a viral load, CD4 or genotype test within 30 days of diagnosis. Document number of clients linked to care and ART.</p> <p>5.4 Refer clients to supportive services as determined via meetings with clients. Document number of clients referred and of the number referred, the number of clients linked. Linkage is defined as a client accessing supportive service within 30 days of referral.</p> <p>5.5 Develop client care and support plans.</p>	<p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing</p>	<p>5.2 Documents will be kept on file and reported in monthly reports.</p> <p>5.3 Documents will be kept on file and reported in monthly reports.</p> <p>5.4 Documents will be kept on file and reported in monthly reports.</p> <p>5.5 Documents will be kept on file and reported in monthly reports.</p>
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Date of Contract Execution – 2025

OBJECTIVES	ACTIVITIES	TIMELINE	EVALUATION METHOD AND DOCUMENTATION
<p><b>Objective 6.0</b>  <b>Monitoring and Evaluation</b>  Conduct impact and outcome evaluations to assess program efficacy and present progress and findings to DHSP and identified DHSP partners.</p>	<p>6.1 Participate in Heluna Health/DHSP evaluation activities, including but not limited to data collection, participant pre/post self-assessments, mid-year evaluations, focus groups, listening sessions, and chart abstractions. In addition to participant assessments, outcomes tracked should include linkage to care, adherence to ART, viral suppression</p> <p>6.2 Conduct evaluation activities and maintain documentation of evaluation instruments, completed questionnaires, pre/post tests/assessments; analyze results; and report in monthly reports to DHSP.</p> <p>6.3 Develop and submit a mid-year evaluation narrative on progress to date.</p> <p>6.4 Develop and submit a formal year-end case study report.</p> <p>6.5 Develop and conduct presentations on progress and findings in partnership with DHSP including, but not limited to the Los Angeles County Commission on HIV and Los Angeles County Ending the HIV Epidemic Steering Committee.</p>	<p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing</p> <p>DOE and ongoing and ongoing</p>	<p>6.1 DHSP approval and document to be kept on file.</p> <p>6.2 Report in monthly report and documents to be kept on file.</p> <p>6.3 Mid-Year Evaluation Report.</p> <p>6.4 Year-End Case Study Report.</p> <p>6.5 Documents will be kept on file and reported in monthly reports.</p>