



## East Bay Linkage and Retention Working Group 2020-2025 Strategic Plan

Based on the workshop held on September 26, 2019

**One-Sentence Summary:** Over the next five years, the East Bay Linkage and Retention Working Group aims to strengthen warm hand-offs and rapid linkage to PrEP and HIV care, build mobile and community-based healing-centered one-stop shops, offer integrated same-day access to mental health and substance use services, use inclusive messaging to inspire hope and engagement in services, use secure technology-enabled access to multilingual services, and train staff to implement these strategies in a trauma-informed and healing-centered way to achieve 90% linkage rates and a 75% reduction in new diagnoses.

**Strategic Priorities:** in order of higher to lower priority based on workshop poll results

### 1. Strengthen warm hand-offs and rapid linkages

- Outreach and marketing for rapid access to PrEP and HIV services; let's go to them
- Increase the number of rapid providers, extended and weekend hours, ED, hospital access
- Increase the number of "Dream Teams" – multidisciplinary teams that work closely together on shared processes to facilitate warm hand-offs and internal connections
- Increase the number of agencies who are part of the PrEP-AP network
- Offer peer support for follow-up and attendance at appointments
- Ensure team members can advocate around immigration issues (e.g. public charge)

### 2. Build healing-centered one-stop shops: mobile and brick/mortar in non-clinical settings

- Pharmacy integration
- Eligibility: IDs, insurance, ADAP, General Assistance (GA)
- Housing
- Food
- Needs assessments
- Basic triage: blood pressure, glucose, oral, vision
- Mental health and substance use counseling and linkage to care
- Buprenorphine/MAT on-site
- Transhealth care on-site
- Holistic healing services (e.g. spiritual, yoga, nutrition)

### 3. Offer integrated, same-day/rapid access to mental health and substance use services

- Integration with other medical and wraparound services using a harm reduction model
- Same-day, rapid access including options for remote access and extended hours
- Pharmacy coordination and option for medication storage lockers
- Include current availability of mental health and substance use services in online directory

### 4. Train staff on foundational and strategy skills using trauma-informed approaches

- Share resources, such as the AHS and Contra Costa case management guides
- Train multidisciplinary teams on how to implement an open-door policy, trauma-informed and healing-engaged approaches, address competing priorities, jail transitions and housing

### 5. Use inclusive, intentional messaging

- Inspire hope: "There is hope." "There are tools that can work for everyone." "U=U", "i=i"
- PrEP for All: universal, all-inclusive messaging that can be tailored for priority populations
- Intergenerational communication and normalization

## **6. Use technology-enabled access to services**

- Train staff to use apps, social media, calls, texts, telehealth to reach youth, people experiencing unstable housing, people impacted by immigration policies
- Multilingual platforms
- Secure HIPAA-compliant messaging, including peer-to-peer, case managers, clinicians

**Additional topics** that were not discussed in separate small groups:

- Immigration: plan to integrate access to multilingual services for immigrants into all strategies
- Online directory: this is getting developed already, and feedback received will be incorporated