

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Service Delivery in a COVID Context

Avemaria Smith, M.Ed. (she/her/hers)
Interim Deputy Chief, Care and Treatment Division

Copyright 2020 DC Health | Government of the District of Columbia

Service Delivery in a COVID Context

- Entering year 3 of COVID
- Kudos to **YOU** for maintaining essential services to our customers in a time of crisis!

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Copyright 2020 DC Health | Government of the District of Columbia 2

Service Delivery in a COVID Context

- HAHSTA Support to Ryan White Provider Network
- Direct Support – COVID CARES Act Funding
- Indirect Support – Partnership with HealthHIV on Provider Needs Assessment
 - Support implementing telehealth
 - Innovative strategies to obtain & maintain customers during COVID
 - Virtual staff training opportunities
 - Support implementing vaccine clinics
 - Assistance with overall emergency preparedness

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Copyright 2020 DC Health | Government of the District of Columbia 3

Service Delivery in a COVID Context

Establishing “A New Normal”

- Site visits will resume in GY32
- Caution against underspending
- Importance of setting realistic targets
- Communication with monitoring staff about pandemic related anomalies is essential!

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Copyright 2020 DC Health | Government of the District of Columbia

Questions?

Avemaria Smith, M.Ed. (she/her/hers)
Interim Deputy Chief, Care and Treatment Division
avemaria.smith@dc.gov

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Copyright 2020 DC Health | Government of the District of Columbia

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

899 North Capitol Street NE, 5th Fl, Washington, DC 20002

dchealth.dc.gov

[@_DCHealth](https://twitter.com/DCHealth) [@dchealth](https://www.instagram.com/dchealth) [DC Health](https://www.facebook.com/DCHealth)

For more information on the District's COVID-19 response, visit coronavirus.dc.gov
