

Service Delivery in a COVID Context

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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!

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

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!

Questions?

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