

Virginia Department of Health (VDH)
Home HIV Testing Program Overview
July 31, 2020

Summary

This document describes the procedures for VDH's Home HIV Testing Program, including the procurement of supplies, verification of client eligibility, package assembly and shipment, and post-shipment communication with clients.

Procurement of Supplies

The following supplies are used to run the Home HIV Testing Program, and are listed with their methods of procurement:

- OraQuick Advance In-Home HIV Test Kit – sole source agreement with Orasure Technologies
- REDCap Web Application – free license from Vanderbilt University
- Microsoft Excel – enterprise agreement with Microsoft
- USPS Regional Rate Box A – free product ordered online from the US Postal Service
- Assorted Condoms and Lubricant – state contract with Global Protection Corp
- Endicia Professional – state contract with Endicia
- Dymo LabelWriter 4XL (and 4"x6" postage labels) – small purchase through state office supplies vendor
- Large adhesive labels for resource sticker – small purchase through state office supplies vendor

Program Design

Since June of 2018, Virginia's Home HIV Testing Program has used the REDCap web application for data collection. The program is designed as a single project in REDCap with two data collection instruments, a pre-test survey, and a post-test survey. The pre-test survey is publicly available via the internet (<https://is.gd/vatestathome>), and the post-test survey is available only by email invitation, using a designated email field attached to the client record. This design ensures that each client record contains both the pre-test and post-test fields. Prior to June 2018, the program had used SurveyMonkey, which necessitated a matching process to connect pre- and post-test client data.

VDH maintains data related to client eligibility and shipments in two password-protected Excel workbooks. The first workbook, the Client Eligibility Log, captures the client's name and mailing address, their most recent associated survey ID, their email address, the date of their last kit request, the date they are next eligible, and the total number of test kits they have received. The log also captures any aliases and alternate email addresses associated with the client.

The second workbook, the Hotline Mailing Log, is a running list of every test kit shipped. It includes the survey ID associated with the shipment, the client's name and address, their health region, and logistical information related to the shipment. This includes the name of the VDH

staff member requesting the shipment, the initials of the hotline staff assembling the package, the lot number for the test kit, the cost code for the shipment, and the USPS tracking number.

Verification of Eligibility

Clients are eligible for the Home HIV Testing Program if:

- They live in the states of Virginia or Maryland
 - Maryland residents became eligible in late 2018 as a result of an agreement between VDH and MDH
- They have not received a test through the program in the previous 90 days

Survey logic in the pre-test survey directs clients who do not meet the residency criteria to a screen informing them that they are ineligible.

On a daily basis, VDH Program Staff check the REDCap project for new completed pre-test surveys. For each survey, VDH checks the client's last name in the eligibility log to see if they are an existing client. If the client has requested a test kit in the last 90 days, they are sent an email informing them of their next eligibility date, with a link to the HIV.gov services locator, to provide other HIV testing options. If the client is new, they are entered into the eligibility log as a new record. Occasionally, clients will use an alias but either the same address or same email address. In these instances, conditional formatting in the address and email fields will alert VDH that the address or email is a duplicate. VDH will then locate and update the existing client record with the alias, and make an eligibility determination based on the date of the client's last request.

On occasion, a client will request a test to an address where we have already mailed a kit, but will use a different name and email address. This is typically because an existing client's partner has moved in with them, because multiple roommates share one residence, or because a new person has moved into a college dormitory. In these instances, VDH reviews the underlying client demographic information, and typically records the client as a new individual (barring convincing evidence to the contrary).

Clients who are ineligible because of their state of residence, but who reside in states that offer their own home testing programs receive an email from VDH Program Staff with a link to their state's program.

Package Assembly & Shipment

Following eligibility determination, VDH staff compile the day's list of clients, transfer the relevant information from the Eligibility Log to the Hotline Log, then generate postage labels in Endicia Professional. Endicia Professional is a software platform that allows funds to be pre-loaded and then dispensed as postage as needed, based on package dimensions, shipping type, etc. Endicia verifies the client's address, and generates a shipping label based on the selected specifications.

VDH uses the US Postal Service's Regional Rate Shipping Program in order to mail test kits. The Regional Rate program allows VDH to order free boxes from USPS in two sizes (we use Box A). Regional Rate shipments are treated like Priority Mail, with postage determined by a formula which assigns a region number to a pair of ZIP codes. Shipping for the least expensive regions ranges between \$7.68 and \$8.21, though this is subject to annual changes by USPS. Packages sent through the Regional Rate program arrive within 1-3 days.

VDH Program Staff generate a label for each shipment, log the tracking number in the Hotline Log, then bring the labels to a Hotline Counselor to assemble the additional materials included in the package. These include:

- An adhesive label, which contains resources for follow-up testing for any client who has a positive result. This label is specific to the client's health region, which is recorded in the Hotline Log. The resources on the sticker include the phone numbers for OraSure's Home Testing Hotline, the CDC's Hotline, and VDH's Disease Prevention Hotline, as well as addresses and contact information for up to four Local Health Departments or CBOs, depending on the region.
- A packet of assorted safe sex materials, including male condoms (regular and large), insertive (female) condoms, lubricant, and oral dams.
- A brochure about Pre-Exposure Prophylaxis (PrEP)

After these are assembled, the Hotline Counselor brings the materials down to the VDH Mailroom. Mailroom staff construct the shipping box, fill and seal the package, and apply the shipping label.

Post-Shipment Communication with Clients

After bringing the labels to the Hotline Counselor, VDH Program Staff send the client a confirmation email containing their tracking number, information about the post-test survey they will receive, and the date that they are next eligible for a test. The email also contains instructions to contact VDH Program Staff if there are problems with their shipment, or if it does not arrive within seven business days.

Then, through REDCap's Survey Distribution Tools feature, staff schedule the client's post-test survey invitation. Post-test survey invitations are scheduled for 14 days following the date of the shipment, with two reminders, each scheduled with a 14-day interval in between. The post-test survey invitation conveys the brief nature of the survey, and its importance to VDH's ability to continue offering the program.

On an annual basis, VDH Program Staff also distribute a Program Improvement Survey to any client who has received a test kit during the previous year. The Program Improvement Survey gauges client's satisfaction with the materials contained in the package, and their impression of any prospective changes to the program being considered by VDH.