

2020

# Mazzoni Center Prevention Services Programing Procedures for Adapted Services due to COVID19 Pandemic

FOR REMOTE AND SOCIALLY DISTANCED SERVICE DELIVERY

MAZZONI CENTER, 1348 BAINBRIDGE STREET, PHILADELPHIA, PA 19197

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## Prevention Remote Services

### Contents

<b>I. Overview:</b> .....	3
<b>II. Washington West Community Call Center:</b> .....	3
<b>a. Services and Information Examples:</b> .....	3
<b>b. Staffing:</b> .....	3
<b>c. Goal:</b> .....	4
<b>d. Promotion:</b> .....	4
<b>e. Process:</b> .....	4
<b>f. Basic Caller vs. Call Session</b> .....	5
<b>i. Basic Caller:</b> .....	5
<b>ii. Session Caller:</b> .....	5
<b>iii. Overall structure of the call:</b> .....	7
<b>III. Responding to Voice Messages from Call-In Line:</b> .....	9
<b>IV. Mobile Testing Unit Initiative:</b> .....	9
<b>a. Service Description</b> .....	9
<b>b. Goals</b> .....	9
<b>c. Service Delivery Processes</b> .....	10
<b>i. Promotion</b> .....	10
<b>ii. Staff:</b> .....	10
<b>iii. Safety:</b> .....	10
<b>iv. Restrooms:</b> .....	10
<b>v. Logistical Supplies Needed:</b> .....	10
<b>vi. Service Supplies Needed:</b> .....	11
<b>vii. Sites:</b> .....	11
<b>viii. Set-Up</b> .....	12
<b>ix. Schedule for the day:</b> .....	12
<b>x. Procedure:</b> .....	12
<b>xi. Optional Car Pick Up:</b> .....	14
<b>xii. Break Down:</b> .....	15
<b>xiii. Data:</b> .....	15

<b>V. Individual Program Call-In Initiative:</b>	15
<b>VI. OUR Way Emergency Relief Fund:</b>	16
<b>VII. Referral Processes</b>	19
<b>A. Condoms and Lube:</b>	19
<b>B. Crisis Calls:</b>	20
<b>C. Domestic Abuse:</b>	21
<b>D. Home HIV Tests:</b>	21
i. Home HIV Test Delivery:	22
b. Home HIV Test Pickup: LAST RESORT ONLY:	24
<b>E. PEP Referrals:</b>	26
<b>F. Referrals to internal Prevention Programming:</b>	26
i. PrEP/Navigation:	26
ii. HIV Care: Linkage to Care:	26
iii. Trip:	27
iv. OUR Way:	27
v. CLEAR: Life skills support for people living with HIV	27
<b>G. FOR NAVIGATOR AND LINKAGE COORDINATOR: PrEP Referrals HIV Negative Individuals and Services for HIV Positive Individuals:</b>	27
<b>H. Other Program Referrals:</b>	28
<b>VIII. Harassing or Disrespectful Calls:</b>	28
<b>IX. Non-English-Speaking Individuals:</b>	29
<b>X. Social Media Engagement:</b>	29
<b>XI. Online Gatherings:</b>	30
<b>XII. Hygiene Kit Distribution Procedure:</b>	34
<b>XIII. Tablet Outreach Guidelines:</b>	36
<b>XIV. Research:</b>	39
<b>XV. Trainings:</b>	39
<b>XVI. Timekeeping:</b>	40
<b>XVII. Other responsibilities needed to be completed by department management:</b>	40

- I. **Overview:** Unlike the other departments in Mazzoni Center, Prevention Services provides services, linkages and referrals to individuals who do not access health care and who typically do not have insurance.
- a. **Challenges:** Below is the list of challenges that the community will be facing during the pandemic, followed by some proposed solutions to those challenges. In the last sections, staffing requests and other responsibilities are highlighted that will ensure solid program implementation during the pandemic, and then a list of tasks that will help ensure the program's success after the pandemic.
- i. ***Our community needs access to information and referrals to protect themselves during this pandemic.***
  - ii. ***Community members who do not have insurance and are not Mazzoni Center patients who are symptomatic or think that they have been exposed to HIV are most likely unsure what to do or where to go during the pandemic.***
  - iii. ***Community members who are not Mazzoni Center patients who typically come to Wash West for screening have no way to find out their HIV status or get screened for STIs, potentially for months.***
- II. **Washington West Community Call Center:** From Monday through Friday, from 1PM to 4PM, Mazzoni Center will create and maintain a phone line that will allow community members to get access to a variety of service and information.
- a. **Services and Information Examples:**
- i. HIV home test kits
    1. Referrals to the Home kit website, or the staff can complete the application for the client
  - ii. STI screening opportunities
  - iii. Basic STI/HIV prevention information
  - iv. Safer sex kits pick-ups
  - v. Online engagement opportunities
  - vi. COVID19 information
  - vii. PEP/PrEP referrals
  - viii. Referrals and information for HIV positive individuals
  - ix. Other health and wellness information
- b. **Staffing:** At least 2 staff will be assigned per shift:

- i. Summer Tarboro, Prevention Specialist, [starboro@mazzonicenter.org](mailto:starboro@mazzonicenter.org); ext. 484
  - ii. John Eddings, Prevention Specialist, [jeddings@mazzonicenter.org](mailto:jeddings@mazzonicenter.org); ext. 482
  - iii. Giana Graves, Prevention Specialist, [ggraves@mazzonicenter.org](mailto:ggraves@mazzonicenter.org); ext. 481
  - iv. Luis Noguera, [lnoguera@mazzonicenter.org](mailto:lnoguera@mazzonicenter.org); ext. 483
  - v. Andre Cunningham, [acunningham@mazzonicenter.org](mailto:acunningham@mazzonicenter.org), ext. 486
  - vi. Cenquetta Harris, [charris@mazzonicenter.org](mailto:charris@mazzonicenter.org), ext. 485
  - vii. Gigi Oyola, MTU Coordinator, [goyola@mazzonicenter.org](mailto:goyola@mazzonicenter.org); ext. 493
  - viii. Safiy Lee, Washington West Receptionist/Support Specialist; [slee@mazzonicenter.org](mailto:slee@mazzonicenter.org); ext. 476
- c. Goal: To provide the LGBTQ+ of Philadelphia with an open line of communication to Prevention Specialists to increase the community's knowledge of and access to HIV and other STI prevention, harm reduction information, COVID19 prevention information, HIV Home Tests, and other service/program referrals.
- d. Promotion:
- i. Information posted on the Washington West/HIV testing landing page on the website
  - ii. Through Mazzoni Center social media
  - iii. Through other programming at Mazzoni Center
- e. Process:
- i. **Introduction**
    - (1) Scheduled staff for the call center log into their Vonage account at the start of their shift
      - (a) If a staff person is having challenges logging into their Vonage account for the start of their shift, they must contact their supervisor immediately
    - (2) Community member calls the call center number
      - (a) 215-563-0659
    - (3) The staff member answers the call using high standards of customer service
      - (a) Phone example:

- (i) “Hi. You have reached Mazzoni Center’s Wash West community call center. My name is \_\_\_\_\_, who am I speaking to?”
- (ii) Once the caller gives their name say, “Hi \_\_\_\_\_, what can I help you with today?”

#### f. Basic Caller vs. Call Session

- i. Basic Caller: If the caller is only interested in very general information, I.e. “Is Wash West open?”, “Can I access the health center?”.
  1. Give the caller the information
  2. Document the person’s name and reason for calling in the call center spreadsheet
  3. Ask the caller something like, “Can I get some information about you for our records?”
    - i. If yes, ask the caller for the following and enter in call center spreadsheet:
      - i. Client’s pronouns
      - ii. Zip Code
      - iii. Year of Birth
      - iv. Current gender identity
      - v. Sexual identity
      - vi. Ethnicity
      - vii. Race
    - ii. If no, continue with the call
      - i. Document whatever you can in the spreadsheet
  4. Once demographic information is collected
    - i. Ask the caller if there is anything additionally you can help with
      - i. If yes, continue to address their needs
      - ii. If no, thank the caller for calling, wish them a good day and end the call
      - iii. It is best practice to allow the caller to hang up the call first
- ii. Session Caller: If the caller needs service referrals, sexual health counseling, a home HIV test, or anything that resembles what would occur in a regular HIV testing session:

1. Ask the caller something like, “In order to ensure that I provide the most appropriate information to you, can I get some information about you?”
2. If yes,
  - i. Ask the caller for the following and enter in call center spreadsheet:
    - i. First Name
    - ii. Last Name
    - iii. Pronouns
    - iv. Zip Code
    - v. Year of Birth
    - vi. Zip Code
    - vii. Gender Identity
    - viii. Sexual Identity
    - ix. Ethnicity
    - x. Race
3. If no, continue with the call
  - i. Document whatever you can in the spreadsheet
4. Provide whatever information is requested by the person
  - i. Staff should never provide information to a community member which the staff member is not confident is true.
    - i. Do not share opinions with community members, only facts
      1. If a community member requests information that is outside of the staff member’s purview or information that would require more research on the staff person’s behalf, the staff member can either:
        - a. Provide a referral to a source that can better assist the client or
        - b. Complete research to find the answer or solution to the request and send a follow up call or email
          - i. Options to find information:
          - ii. Speak to your supervisor
          - iii. Speak to teammates

- iv. Research online
  - v. Other means
  - vi. Staff should only share the information that they have found if they are certain it is true
  - vii. Ensure that they have the community member's correct contact information
- iii. Overall structure of the call: Ask questions as you would in an HIV testing session to:
1. Understand the client need,
    - i. I.e. HIV risk, PrEP referred, PEP referral, linkage referral, etc.
  2. As appropriate, ask as many questions as you can from the call center spreadsheet
    - i. Go to your individualized call center spreadsheet
    - ii. When possible, fill in the answers on the call center spreadsheet as you go
    - iii. This spreadsheet contains questions that are asked on HIV test form
      - i. HIV Risk Information
      - ii. Information/Referral provided
        1. i.e. PrEP providers, STI screening sites, housing sites, home HIV testing, condoms, food programs, etc.
        2. List if education information was provided
          - a. Syphilis information, HIV information, Harm reduction information, COVID19 information, etc.
        3. Home test referral or pickup
          - a. See Home test procedures for this overall process (to be added)
          - b. If the person is picking up a Home HIV test, indicate in the shared

spreadsheet the date and time they will pick up the test

4. Additional notes on the call
  - a. Did anything out of the ordinary occur on the call (i.e. dispute, feedback, etc.)
  - b. Are you sending their information to another provider?
  - c. Navigation, the health center, home test kit pickup etc.
  - d. Distressed client: **Follow Existing Crisis Protocols!**
    - i. Follow regular procedures to ensure client is safe
    - ii. See Crisis calls in the referral section
    - iii. Complete an incident report and send it to your supervisor
  - e. Any other notes that are worth mentioning
3. Ask the caller if there is anything additionally, they need help with
  - i. If yes, continue to address their needs
  - ii. If no, move onto the next step
4. Ask the client if they would like a follow up email that lists the services that the client requested
  - i. If yes, collect their email address, and let the client know you will send the email right after the call
5. Thank the caller for calling, wish them a good day and end the call
  - i. It is best practice to allow the caller to hang up the call first
6. If requested, create, and send the follow up email
7. Ensure that you entered all necessary data in the call center spreadsheet
8. Take the next call as applicable

- III. Responding to Voice Messages from Call-In Line:** The call-in line has the capability to accept voice messages. This voicemail box must be checked daily. The message in on the voicemail will indicate the process of response as well as the delay in response on weekends, due to the agency being closed.
- a. Voicemail Process:**
- i. Each person on the call center must check their voicemail daily
  - ii. Return phone calls should be completed as soon as possible
  - iii. If someone cannot respond to their voicemails for any reason, they must notify their supervisor
  - iv. The supervisor or supervisors will delegate the voicemail messages to staff as deemed necessary
- IV. Mobile Testing Unit Initiative:** Due to the COVID19 pandemic, community-based HIV testing services in Philadelphia have been suspended until further notice. Theoretically, those who may have had HIV were not screened before or during the pandemic, leaving our most vulnerable and those without insurance without services. This is a public health concern for those individuals as well as for their sexual partners.

While the Prevention Services Department has seen success with providing home HIV test kits through the Washington West Community Call Center, the number of individuals ordering tests continue to be low compared to the amount of HIV tests that the Prevention Services normally provides. This further indicates a gap in services for our community.

**a. Service Description**

Mazzoni Center's Mobile Testing Unit (MTU) offers us an opportunity to provide HIV home test kits immediately through a walk-up pick-up service. The MTU is scheduled to be stationed at a site at a set day and time, where individuals walk up, give their information, and take a kit home with them.

**b. Goals**

- i. To increase access to HIV testing during the pandemic
- ii. To increase the number of individuals in our primary populations, MSM and trans individuals emphasizing those in these groups who are people of color, who know their HIV status
- iii. To increase those who are HIV positive who are linked to HIV medical care
- iv. To reduce the amount of new HIV infections in Philadelphia

## c. Service Delivery Processes

### i. Promotion

1. **Social Media:** For this initiative, Mazzone Center will first focus on intentional social media promotion to MSM and trans people of color.
  - a. Programs/staff: Trip, OUR Way, and Sisterly Love
  - b. Frequency: Daily, Monday through Friday
2. **Smartphone Applications:** In addition, while at the site, staff will maintain profiles on hookup apps, like Jack'D, Grindr, and Scruff on our tablet. However, like community-based testing, no one will be turned away from receiving a test that falls under the general HIV test eligibility requirements.
  - a. Programs/staff: MTU Driver/Prevention Support Specialist/Prevention Specialist
  - b. Frequency: For the duration of service delivery: If possible, before setting up
3. **Widening Promotions:** As time goes on, and staff are more comfortable taking a higher flow, the MTU initiative will be promoted more widely. This will include Mazzone Center's social media, advertisements, etc.

### ii. Staff:

1. Driver and another staff member
  - i. Only two can travel on the MTU during social distancing
    - i. One in the driver area and one in the back area
2. Managers available by phone for the entirety of the shift

### iii. Safety:

1. State, federal, CDC, and agency guidelines around social distancing and other regulations must be followed to ensure the safety of staff and clients
2. A plastic shower curtain is hung between the driver seat and the back of the MTU
3. The Driver stays in the front, and the other staff member stays in the back
  - a. Driver may not go into the back of the MTU
  - b. The other staff member cannot go to the driver area of the MTU

### iv. Restrooms:

1. The Engagement Manager will identify a restroom near sites that can be safely used by staff

### v. Logistical Supplies Needed:

1. Parking Permit, where applicable
2. Signs

- a. Four: “*Social distancing*”
    - i. Posted in the line and other places
  - b. Three: “*Fill out your form for a home HIV test in advance on your smartphone! Go to this link: tinyurl.com/y9wpopkp. Or, scan this QR code.*”
    - i. Posted in the line
  - c. One: “Please wait here until you are asked or motioned to step up to the window”
    - i. Posted at tent entrance
  - d. Two: “Mazzoni Center providing free HIV Home Test Kits”
    - i. Attached to sandwich board in front of MTU
3. 6 to 8 sign holders (buckets with sticks)
4. Tent with walls
5. 3 traffic cones
6. 2 tablets
7. Hot spot
8. Removable hook for outside of the MTU window
9. Curtain for behind driver area
- vi. Service Supplies Needed:
  1. Home HIV Test Kits
  2. Bags with handles
  3. Face Masks: surgical masks and face shields
  4. Gloves
  5. Protective Gowns
  6. Hand sanitizer
  7. Alcohol/sanitizing wipes
  8. Backup Forms (incase Tablets do not work)
  9. Safer sex kits
  10. Literature/palm cards that indicate:
    - a. Washington West Call Center information
    - b. Linkage to Care information
    - c. Navigation and PrEP information
- vii. Sites:
  1. Sites are identified by the MTU Coordinator and the Engagement Manager
  2. Sites should be:
    - a. Frequented by the primary population
    - b. Accessible to the primary population
    - c. Preferably where the MTU can park in a parking lot or some other area that can accommodate the MTU, tent and a line of people waiting
  3. Sites do not need an AACO approved site ID

viii. Set-Up

1. Mobile Testing Unit is parked so that the right-side door and right-side sliding window is considered the front
2. Mobile Testing Unit is positioned where there is plenty of room for:
  - a. A tent in front of the right-side sliding window
    - i. Ensure that there is enough privacy where the client can speak normally and be heard by the staff in the window, but cannot be heard by others
    - ii. With walls if possible
  - b. A line where people can appropriately socially distance
3. Sign at the entrance of the tent area
  - a. This would be where the first person in line would be waiting
  - b. The sign directs the person when to go to the window (see signs above)
4. Signs the remind about social distancing,
  - a. Set up along the line (see signs above)
5. Signs that give information about completing the form online
  - a. Set up along the line (see signs above)
6. Sign promoting Mazzoni Center on the sandwich board
  - a. Set up somewhere that can be seen by those who walk by (see signs above)
7. PPE for the driver and outreach tablet is kept in the driver area of the MTU
8. All service supplies and PPE for the other team member are kept in the back portion of the MTU

ix. Schedule for the day: (piloted, may be changed in the future)

- 9AM to 10AM: Load in
- 10AM to 11AM: Travel to site
- 11AM to 12PM: Set up
- 12PM to 1PM: Break
- 1PM to 3PM: Provide Service
- 3PM to 3:30PM: Break down
- 3:30PM to 4:30PM: Travel to building
- 4:30PM to 5PM: Load out

x. Procedure:

1. Driver is stationed wherever the line is formed
2. Driver:
  - a. Ensures that people line up appropriately by the MTU (as they do at grocery stores)
  - b. Informs people that they can fill out the form in advance if they wish

- i. Directs individuals to signs
  - c. Ensures that the first person in line:
    - i. Understands that they must wait until it is their turn
    - ii. Does not move into the privacy area without permission from the staff in the back of the MTU
      - 1. The client must stand at least 10 feet away from the person being seen at the window
- 3. Once a client steps away from being seen by the staff giving out the kits
  - a. When the team member is ready
    - i. Indicates to the next person in line to approach the window
    - ii. They can say, “next” and/or wave the person toward their window
- 4. First client steps up to the sliding window in an area big enough to ensure privacy
- 5. Staff giving out home test kits opens the window no more than 3 inches
  - a. Enough so that the staff person can hear the client
- 6. The client is asked if they filled out the online form
  - a. **If the client filled out the form:**
    - i. The staff person finds the person’s name
    - ii. Staff informs the client:
      - 1. If they have any questions:
        - a. Can call the Washington West Call Center
        - b. The number and hours are listed on a card enclosed
      - 2. If the test comes back reactive
        - a. Call our Linkage Coordinator for next steps and support
        - b. Contact information is enclosed
      - 3. Asks the client if they have any questions
    - iii. Once the client is done
      - 1. Staff asks the client to take two big steps back
      - 2. Staff explains:
        - a. The staff person will put a bag on the hook
        - b. When the staff puts the bag on the hook and closes the window, the client can take the bag and leave

- iv. Staff follows the above procedure they communicated to the client
- v. Client takes their bag and leaves
- vi. When the team member is ready
  - 1. Next client is invited to step up to the window
- vii. Process begins again
- b. If the client did not fill out the form or their name cannot be found in the data base:**
  - i. Staff fill out the form online with the client through the cracked window
    - 1. Do your best to ensure that the conversation is private
  - ii. After online form is completed
  - iii. Staff informs the client:
    - 1. If they have any questions:
      - a. Can call the Washington West Call Center
    - 2. The number and hours are listed on a card enclosed
    - 3. If the test comes back reactive
      - a. Call our Linkage Coordinator for next steps and support
      - b. Contact information is enclosed
    - 4. Askes the client if they have any questions
  - iv. Staff explains:
    - 1. The client to take two big steps back
    - 2. The staff person will put a bag on the hook
    - 3. When the staff puts the bag on the hook and closes the window, the client can take the bag and leave
  - v. Staff follows the above procedure they communicated to the client
  - vi. Client takes their bag and leaves
  - vii. When the team member is ready
    - 1. Next client is invited to step up to the window
  - viii. Process begins again
- xi. Optional Car Pick Up:
  - 1. Clients may drive up to the MTU and receive a test through their car window
    - a. All social distancing measures must be followed

- b. Staff shows the sign with the form link to the client while the client sits in their car
- c. The client fills out the form in their car
- d. When the client is done filling out the form, they notify the staff
- e. Staff go to the MTU and confirms with other staff that the client has filled out the form and the data transferred to the data base
- f. Once the client has completed the form, the staff person takes a bag with the test kit to the car and gives it to the person through their partially open car window

xii. Break Down:

- 1. Both staff members are responsible for breaking down the site using social distancing best practices
- 2. All items are broken down and taken onto the MTU
- 3. All Service Supplies (see above) are taken off the MTU and taken to the 4<sup>th</sup> floor

xiii. Data:

- 1. Engagement Manager downloads Spreadsheet and sends to the Department Director within 1 business day
- 2. Prevention Services Director sends data to AACO within the time allowance indicated by AACO

v. Individual Program Call-In Initiative: These individuals will have a direct phone number where they can be available to take calls to provide program deliverables as well as answer questions around PEP, PrEP, Poz referrals, trans services, MSM POC services, mental health referral and information, and/or etc.

a. These calls would be handled like any regular incoming calls where people inquire about programming

b. Program contacts:

- i. Trip: Support for MSM and Trans individuals of color:
  - 1. Christiawn Wilson: [cwilson@mazzonicenter.org](mailto:cwilson@mazzonicenter.org);
  - 2. Call or text: 267-389-3621, ext. 492
- ii. OUR Way: Support of all individual of the trans spectrum:
  - 1. Tatyana Woodard: [tawoodard@mazzonicenter.org](mailto:tawoodard@mazzonicenter.org);
  - 2. Call or text: 267-389-3390, ext. 496

- iii. Linkage to Care: Referral and service linkage support for people living with HIV:
    - 1. Kailah King: [kking@mazzonicenter.org](mailto:kking@mazzonicenter.org);
    - 2. Call or text: 267-389-3281, ext. 469
  - iv. CLEAR: Life skills support for people living with HIV:
    - 1. Brian Taylor: [btaylor@mazzonicenter.org](mailto:btaylor@mazzonicenter.org);
    - 2. Call or text: 267-389-3118, ext. 466
  - v. Navigation: Service linkage support for high negative high priority populations:
    - 1. Chet Carter: [ccarter@mazzonicenter.org](mailto:ccarter@mazzonicenter.org);
    - 2. Call or text: 267-389-3139, ext. 467
- c. All individuals referred to be seen at a site in person will receive the COVID19 screener.**

VI. **OUR Way Emergency Relief Fund:** Due to the COVID19 pandemic trans and non-binary individuals may be additionally challenged to ensure their basic needs are met. The OUR Way program has set up this initiative to assist trans and non-binary folks to pay for goods and services that address basic needs, like paying bills, buying basic need items, etc.

- a. **Eligibility:** To be eligible to apply for emergency relief funding, a person must:
  - i. Identify as trans or non-binary
  - ii. Live in the Philadelphia Area
  - iii. Express a need for support to address a basic need
- b. **Parameters:**
  - i. Amounts up to \$80 may be granted
    - 1. To reflect the procedure of other departments who provide emergency assistance to clients, up to \$120 may be given; however, this is only in dire circumstances and to be used rarely
  - ii. Only applications that reflect need financial support to cover basic need services or items will be approved
- c. **Process**
  - i. **Promotion**
    - 1. Promotion for the OUR Way Emergency Relief Fund is done through:
      - i. OUR Program one-on-one referral sessions

- ii. OUR Way, Sisterly Love and Trip social media platforms
  - iii. Referrals from other internal Mazzoni Center programs and external trans and non-binary service providers
- ii. **Pre-Screening:** If possible, clients who are interested in accessing emergency relief, should first have a conversation with the OUR Way Coordinator so that the Coordinator can:
  - 1. Review eligibility requirements
  - 2. Assess the need of the client
    - i. Provide basic budget counseling to ensure that the client cannot cover the expense without the funds
    - ii. Explain the process of applying for the funding
    - iii. Direct the client to the application
    - iv. Answer any questions that the client may have
- iii. **Application**
  - 1. Once the client is certain that they are eligible for the relief funding, the client must:
    - i. Access the link to the Microsoft Form
    - ii. Complete the form
- iv. **Applying without Internet Access**
  - 1. If someone cannot complete the form online for whatever reason:
    - i. The individual must call the OUR Way Coordinator
    - ii. The OUR Way Coordinator completes the online form for the client
- v. **Processing Application**
  - 1. All applications are forwarded to the Department Director
  - 2. The Department Director:
    - i. Reviews application to ensure the individual meets eligibility requirements
    - ii. Prevention Director reaches out to Care Services Director to ensure that the client did not receive relief funding from Care Services in the past three months
    - iii. If the Department Director has questions, they may reach out to the Engagement Manager and/or the OUR Way Coordinator

- iv. The Department Director decides about the application within 5 business days
- v. The Department Director shares the decision with the Engagement Manager and/or the OUR Way Coordinator within 5 business days
- vi. The Engagement Manager works with the OUR Way Coordinator to notify the applicant of the decision
- vii. For clients who are approved, they are asked to send documents that support the request
  - a. If needing something purchased, like a heater, hygiene products, etc.
    - i. Description of the items needed
    - ii. Address that they would be sent
  - b. For paying bills and similar payments
    - i. A copy of the bill or other documentation
    - ii. This can be scanned, emailed, picture taken on the phone, etc.

**vi. Processing Payment**

1. To effectively process payment, as much information must be gathered and submitted as possible and as early as possible.
2. The Engagement Manager and OUR Way Coordinator gathers documents and information
  - i. Ensures that the following is collected
    - a. The client's name
    - b. The amount to be paid
    - c. What is getting paid for
    - d. Entity that is receiving payment
    - e. How they will be getting paid (i.e. check, credit card payment, Amazon purchase, etc.)
    - f. Contact information for the client

- g. Contact information for the person or entity being paid
- h. Any deadlines that should be noted to work to ensure the payment is not late
  - i. It may not always be guaranteed that payments can reach the entity before the due date
- i. Any other useful information
- ii. The Engagement Manager puts together a Purchase Order Request
- iii. The Engagement Manager submits the Purchase Order Request and all appropriate information (see above) to the Department Director
- iv. Once approved, the Department Director submits the Purchase Order Request to the Fiscal Department
- v. Once the approximate payment date is clear, that date or date range is communicated to the applicant

## VII. Referral Processes

- A. Condoms and Lube: Community member can have condoms and lube sent to their home, or any other address of their choice. A small amount of condoms and lube are sent to the home, but a client can order as many orders as they choose.
  - a. Go to the website: <https://www.phillykeeponloving.com/hiv-testing/> (go to the “Stay HIV Negative” select by clicking on the three lines at the top right corner of the page. You can also visit <https://phillykeeponloving.com/hiv-prep/>. Then scroll all the way to the bottom of that page for the area to enter the order.)
    - 1. **Home Delivery**: When a community member is interested in receiving condoms and lube at home:

- a. The community member can either have Mazzoni Center staff complete the online form for them, or the community member can complete the form themselves.
  - b. Whether the community member fills out the form themselves or if Mazzoni Center staff fills out the form:
    - i. In the email section of the form
      - 1. Mazzoni Center staff or the community member should enter:
        - a. The following email address:  
[Mazzoni@MazzoniCenter.com](mailto:Mazzoni@MazzoniCenter.com)
          - i. This will allow for Mazzoni Center staff to get credit from AACO for the condom and lube referral.
    - 2. **Pickup at the main building: LAST RESORT ONLY:** If a community member is designated as someone who is at risk for acquiring HIV and is not able to have condoms and lube sent to them, they may be able to pick up a safer sex kit at the Mazzoni Center main building
      - a. All individual should be encouraged to have safer sex kits mailed to them
        - i. We need to reduce the number of individuals who come to our sites
      - b. Procedure:
        - i. Staff asks client if they have had a fever and or cough
        - ii. If yes, ask them to contact their health care provider or local health department
        - iii. If no, let the client know that there is a bin of safer sex kits in the area before entering the lobby at our main building Monday through Friday, 9AM to 5PM
- B. Crisis Calls:** Mazzoni Center has indicated that this is not a crisis call center in the message when someone calls Mazzoni Center as well as in the online promotion of the call center.
- a. However, if someone calls in crisis, staff should encourage the caller to call one of the crisis helplines.
    - i. Crisis and Suicide Helpline at 215-686-4420
    - ii. For LGBTQ youth call the Trevor Project at 1-866-488-7386

- b. If a staff member feels as though getting off the phone with the client is not a safe choice for the client, the staff member should follow crisis intervention protocol.
- c. See crisis protocol. [https://mazzonicenter-my.sharepoint.com/:f/g/personal/epaulukonis\\_mazzonicenter\\_org/EhmHppgT7EJLhYKnvi6jmdQB9F64yPNsGzoPt9RA2vFzVw?e=ZHVe2p](https://mazzonicenter-my.sharepoint.com/:f/g/personal/epaulukonis_mazzonicenter_org/EhmHppgT7EJLhYKnvi6jmdQB9F64yPNsGzoPt9RA2vFzVw?e=ZHVe2p)
  - i. Review this procedure before taking calls in the call center
- d. If possible, and without alarming the client, text, Teams message, call, or email supervisor.
- e. If a staff member feels as though after walking through the steps of the crisis protocol, the client is still highly likely to hurt themselves or others, the staff member should call crisis hotline (or in highly volatile situations 911) to conference in the hotline with the caller and the staff member.
- f. If it feels safe for the client, you can the client if it is ok to be put on hold briefly, and then conference in the crisis center (or in highly volatile situations 911).
- g. Once everything is resolved, write an incident report and send it to your supervisor and the Prevention Services Director.

**C. Domestic Abuse:** For any caller who is reporting domestic abuse:

- a. Be an attentive listener
- b. Explain that they will need to call a different agency to get the support they need
- c. Refer the caller to one of the domestic abuse hotlines
- d. You can offer to conference in the below or other numbers with the client if the client prefers
  - i. Women Against Abuse: 24 hours a day, 7 days a week: 1-866-723-3014
  - ii. Protection from Abuse: Family Law Intake Line at 215.981.3838
    - 1. Monday, Tuesday, Wednesday, or Thursday between the hours of 9:30 a.m. and 12:00 p.m.
    - 2. Callers are not able to leave a message.
    - 3. The Family Law Intake Line may be closed early if call volume is high.

**D. Home HIV Tests:** Community members can have OraQuick Rapid HIV test kits sent to their home, or any other address of their choice.

- a. Go to the website: <https://www.phillykeeponloving.com/hiv-testing/>
  - i. [Home HIV Test Delivery](#): When a community member is interested in receiving an HIV test at home:
    1. The community member can either have Mazzoni Center staff complete the online form for them, or the community member can complete the form themselves.
    2. Whether the community member fills out the form themselves or if Mazzoni Center staff fills out the form:
      - a. In the email section of the form Mazzoni Center staff or the community member should enter:
        - i. The following email address:  
[Mazzoni@MazzoniCenter.com](mailto:Mazzoni@MazzoniCenter.com)
          1. This will allow for Mazzoni Center staff to get credit from AACO for the Home HIV test referral.
    3. Guide to get answers to questions in the spreadsheet
      - a. To place your at-home HIV test kit order, I need to ask for some sensitive information over the phone. Are you in a safe space to answer questions regarding your sexual health history?
        - i. Sexual History
          1. I need to ask you some follow-up questions regarding your sexual health. I want you to know that you do not need to answer any questions, and that I am here to help you think through different ways to protect yourself from HIV.
          2. I want to remind you that this conversation is confidential, and that you do not need to answer any questions that you are not comfortable sharing. I apologize if any of these questions may seem invasive, but I assure you that these questions help me to provide the best service to you.
      - b. PrEP

- i. What are some things that you do to protect yourself from HIV?
  - ii. If the client mentions that they have safe sex, then it is a good idea to ask the client to define what safe sex means to them as this looks different for each client.
  - iii. Have you heard of PrEP?
  - iv. What have you heard about PrEP?
  - v. Discuss PrEP with the client to see if this is something the client would like to add to the 'tools' they use to protect themselves from HIV.
- 4. Let the client know that our Linkage Coordinator will reach out to them in at least 2 weeks for follow up
  - a. The client may opt out of this service
  - b. Provide the client the Linkage Coordinator's contact information so that they may contact them if they would like
  - c. Notate any additional information spreadsheet
    - i. i.e. specific timeline, different number to call, etc.
  - d. When the Linkage Coordinator calls at two weeks or calls when requested by the client or the client calls the Linkage Coordinator at their own timeline
    - i. Linkage Coordinator:
      - 1. Complete a needs assessment with the client
      - ii. Offer support and referrals
      - iii. Asks client to complete a quality assurance survey
      - iv. Documents what occurs on the call in the spreadsheet
- 5. Let the client know that the Linkage Coordinator is available if the client's test comes back positive
  - a. Ensure the client has the Linkage Coordinator's contact information

- i. Linkage to Care: Referral and service linkage support for people living with HIV:
  - ii. Kailah King: [kking@mazzonicenter.org](mailto:kking@mazzonicenter.org), call or text 267-389-3281, ext. 469
- b. Home HIV Test Pickup: LAST RESORT ONLY: If a community member is designated as someone who is at risk for acquiring HIV and is not able to have a home HIV test kit sent to them, they may be able to pick up a kit at the Mazzoni Center main building
  - i. All individual should be encouraged to have kits mailed to them
    - 1. We need to reduce the number of individuals who come to our sites
  - ii. Procedure:
    - 1. Staff asks client if they have had a fever and or cough
    - 2. If yes, ask them to contact their health care provider or local health department
    - 3. If no, then fill out the HIV test kit ordering form at <https://www.phillykeeponloving.com/hiv-testing/>
      - a. With the client's name
      - b. 1348 Bainbridge Street, Phila 19147 (Mazzoni Center main building address)
      - c. As the email address enter, [pickup@mazzonicenter.com](mailto:pickup@mazzonicenter.com)
      - d. Record the scheduled pickup in the HIV Home Test Pickup sheet
        - i. [https://mazzonicenter-my.sharepoint.com/:x:/g/personal/epaulukonis\\_mazzonicenter\\_org/EemNCrGZDrBJljgqQ6geup0BeP8E2AhrPiPtveXd4PbGBQ?e=cpLEGi](https://mazzonicenter-my.sharepoint.com/:x:/g/personal/epaulukonis_mazzonicenter_org/EemNCrGZDrBJljgqQ6geup0BeP8E2AhrPiPtveXd4PbGBQ?e=cpLEGi)
        - ii. Currently only pickups are being scheduled on Wednesdays from 1PM to 2:45PM
        - iii. Schedule any pickup time at 15-minute increments
    - e. Explain to the client
      - i. To go to the main building for their scheduled time
      - ii. They will be asked their name
      - iii. They will be given a number

- iv. They will take their bag
  - v. They will be expected to exit the building immediately
- 4. Let the client know that our Linkage Coordinator will reach out to them in at least 2 weeks for follow up
  - a. The client may opt out of this service
  - b. Provide the client the Linkage Coordinator's contact information so that they may contact them if they would like
  - c. Notate any additional information spreadsheet
    - i. i.e. specific timeline, different number to call, etc.
  - d. When the Linkage Coordinator calls at two weeks or calls when requested by the client or the client calls the Linkage Coordinator at their own timeline
    - i. Linkage Coordinator:
      - 1. Complete a needs assessment with the client
    - ii. Offer support and referrals
    - iii. Asks client to complete the quality assurance survey
    - iv. Documents what occurs on the call in the spreadsheet
- 5. Let the client know that the Linkage Coordinator is available if the client's test comes back positive
  - a. Ensure the client has the Linkage Coordinator's contact information
    - i. Linkage to Care: Referral and service linkage support for people living with HIV:
    - ii. Kailah King: [kking@mazzonicenter.org](mailto:kking@mazzonicenter.org), call or text 267-389-3281, ext. 469
- 6. After scheduling, send an email and a follow up text to your supervisor notifying them that you have scheduled the pickup.
  - a. Assigned staff (management or other staff who volunteer) will use this referral sheet to:
    - i. Assign each client a number

- ii. Put a home HIV test kit in a bag with the client number
- iii. Place the bags by the front door in the main building
- iv. Give the list to the security guard
- v. The client comes to the building and gives the security guard their name
  - 1. Security guard give the client their number
  - 2. Client takes their bag
  - 3. Client exits the building

**E. PEP Referrals:** If someone believes that they have potentially been exposed to HIV in the last 72 hours the client can:

- a. Call the Mazzoni Center on call physician at 570-820-9038, 24 hours a day, 7 days a week
- b. You can also call the line with the client, by putting them on hold, calling the number and then connecting all the calls into a three-way call

**F. Referrals to internal Prevention Programming:** If an individual would like to be linked to Trip, OUR Way, Sisterly Love, Linkage to Care, CLEAR, or Navigation, staff should use the following procedure:

- a. Confirm that the person gives permission to be contacted by phone and email by the contact for that program
- b. Send an email to:
  - i. Program contact
    - 1. Copy your supervisor and the program contact's supervisor
- c. Program contacts
  - i. PrEP/Navigation: Service linkage support for high negative high priority populations:
    - 1. Chet Carter, Navigation Specialist
    - 2. [ccarter@mazzonicenter.org](mailto:ccarter@mazzonicenter.org)
    - 3. Call or text: 267-389-3139, ext. 467
  - ii. HIV Care: Linkage to Care: Referral and service linkage support for people living with HIV:
    - 1. Kailah King, Linkage Coordinator

2. [kking@mazzonicenter.org](mailto:kking@mazzonicenter.org)
3. Call or text 267-389-3281, ext. 469
- iii. **Trip:** Support for MSM and Trans individuals of color:
  1. Christiawn Wilson, Trip Coordinator
  2. [cwilson@mazzonicenter.org](mailto:cwilson@mazzonicenter.org);
  3. Call or text: 267-389-3621, ext. 492
- iv. **OUR Way:** Support of all individual of the trans spectrum:
  1. Tatyana Woodard. OUR Way Coordinator
  2. [tawoodard@mazzonicenter.org](mailto:tawoodard@mazzonicenter.org)
  3. Call or text: 267-389-3390, ext. 496
- v. **CLEAR:** Life skills support for people living with HIV:
  1. Brian Taylor, CLEAR Coordinator
  2. [btaylor@mazzonicenter.org](mailto:btaylor@mazzonicenter.org)
  3. Call or text: 267-389-3118, ext. 466
- d. In the email include the following:
  - i. Name of client
  - ii. Phone number
  - iii. Email address
  - iv. Services the client is interested in receiving or learning more about
  - v. Additional notes or points of interest about the client
  - vi. Time frame to call the client

**G. FOR NAVIGATOR AND LINKAGE COORDINATOR: PrEP Referrals HIV**

**Negative Individuals and Services for HIV Positive Individuals:**

- a. **PrEP linkage referrals** (primarily MSM and trans individuals):
  - i. Must be referred to the Navigation Specialist, see below.
- b. **Linkage to Care for anyone who is HIV positive:**
  - i. Must be referred to the Linkage Coordinator, see below.
- c. **Process**
  - i. Complete program assessment
  - ii. Create a profile in Athena for the client
  - iii. Notify the client that someone from our health center will be contacting them in the next day
  - iv. Let the client know that you will be following up, but if they do not hear from our health center, they should reach out to you

- v. Send the Medical Center Director Devon Taylor an instant message through Athena explaining that you have a client to be linked and that you will be sending an email with more information
- vi. Send Devon Taylor an email ([dtaylor@mazzonicenter.org](mailto:dtaylor@mazzonicenter.org)) and copy your supervisor.
  - 1. Include:
    - a. Client name
    - b. Client Athena ID number
    - c. Service that the client needs
    - d. The date you spoke to the client
  - 2. Follow up with client as expected through best practices and program expectations

#### H. Other Program Referrals:

- a. All referrals must be documented in the call center spreadsheet
- b. See the department referral spreadsheet for referral information:
  - i. [https://mazzonicenter-my.sharepoint.com/:x/g/personal/epaulukonis\\_mazzonicenter\\_org/Ef9SVTiCFuVCgclDPI890BcBRMONcugE1KfCfl95kNzl\\_A?e=icP93Z](https://mazzonicenter-my.sharepoint.com/:x/g/personal/epaulukonis_mazzonicenter_org/Ef9SVTiCFuVCgclDPI890BcBRMONcugE1KfCfl95kNzl_A?e=icP93Z)

#### VIII. Harassing or Disrespectful Calls: If you receive a harassing or disrespectful caller:

- a. Do your best to first deescalate the situation
- b. If the caller is unresponsive, explain that if the person continues that the call will be disconnected
- c. If the client continues, disconnect the call
- d. Send an email to all Prevention Managers (including the director) explaining what occurred and any details about the caller that you may have
  - i. i.e. name, client number, type of voice etc.
- e. Send a follow up incident report to your manager and the director
- f. If the client continues to call
- g. Send an email to the Operations Director, Sherin Chacko at [schacko@mazzonicenter.org](mailto:schacko@mazzonicenter.org), asking to have the caller blocked
  - i. Copy all Prevention Managers and the Director on the email
- h. Send a follow up incident report to your manager and the director

- IX. Non-English-Speaking Individuals:** Use the usual Language Line Procedures
- a. [https://mazzonicenter-my.sharepoint.com/:f/g/person/epaulukonis\\_mazzonicenter\\_org/EpygPIN6myIPiNf3AFPfmuMBd3cB1s9eEOfiDLdsb69ZwQ?e=t7nYhF](https://mazzonicenter-my.sharepoint.com/:f/g/person/epaulukonis_mazzonicenter_org/EpygPIN6myIPiNf3AFPfmuMBd3cB1s9eEOfiDLdsb69ZwQ?e=t7nYhF)
  - b. Use the conference in feature on Vonage
- X. Social Media Engagement:** Prevention programming depends on ongoing community promotion to ensure that high need, low resourced individuals who are not currently in care receive information about programming opportunities. Therefore, each program must work to ensure that appropriate information for social media postings is provided on a regular basis, by the assigned deadline.
- a. **Vetting of content**
    - i. All postings must be in line with Mazzoni Center’s mission and be appropriate representations of the programming and Mazzoni Center.
    - ii. ***Staff cannot post content that may be perceived as controversial without approval from their supervisor.***
  - b. **Posts on Trip and OUR Way Pages:** As in the past, Trip and OUR Way will continue to maintain the posts on their individual program social media pages.
  - c. **Posts on Mazzoni Center Pages:** Posts on Mazzoni Center pages are maintained by the Communications Department.
    - i. In order to ensure that the Communications Team has enough lead time to edit and post promotions, the managers must ensure that the posting request document is updated with all the posting requests for a given week, one week before that week.
      1. For example:
        - i. When a program needs posts completed for a week, and the Monday falls on the 13<sup>th</sup> of that month, the posting request document must be completed before 9AM Monday the 6<sup>th</sup>
      - ii. The information for the post must include:
        1. Program Name: i.e., “Linkage to Care”
        2. Program Contact Information: i.e., “Linkage Coordinator at 855-462-9966 (855-4MAZZON), ext. 391”

3. Narrative Content: i.e., “Check out this link to some great information on housing services in Philadelphia for people living with HIV!”
  4. Days of the posting: i.e., “Friday April 17th”
  5. Frequency of the posting: i.e., “Just the one Friday”
  6. Time of day of the posting: i.e., “4PM”
  7. For events:
    - i. Name of event
    - ii. What will happen at the event?
    - iii. Hosts and collaborating organizations
    - iv. Date
    - v. Time
    - vi. Location/web address
    - vii. Other important information
      - i. Guest speakers, special eligibility requirements, etc.
  8. Other information that can be included:
    - i. Images
    - ii. Videos
    - iii. Music links
    - iv. Weblinks
    - v. Links to people
    - vi. Other interesting and engaging features and information
- iii. Review Content
1. Be sure to go to Mazzoni Center pages when promotions are slated to be posted to review the post
  2. If the content needs to be edited, notify your supervisor immediately
  3. If the content looks good, notify your supervisor
    - i. If you feel comfortable, share the content on your social media and encourage others to share the post on their social media

- XI. Online Gatherings: Online gatherings give Prevention Programming the opportunity to create social spaces and share information with the community.

- a. **Mediums:** These gatherings can take many forms and staff can use any of the approved online mediums to create a gathering. Such as:
  - i. Teams meetings
  - ii. Zoom meetings
  - iii. Facebook Live Groups
  - iv. Chat rooms
  - v. Other approved outlets
- b. **Types of gatherings:** Online gatherings can take many forms; the structure should be decided upon to meet the objectives of the gathering
  - i. **Discussion groups:** combination of peer support and information sharing
    - 1. Gatherings that are intended to allow community to openly discuss a topic or a general theme that is centered around health and wellness
    - 2. Free flowing type of structure where the facilitator works to keep the group on topic
  - ii. **Drop-in groups:** peer support
    - 1. Hangout spaces which are more socially themed, but offer information and opportunities to connect with services
    - 2. Very open structure, where the facilitator ensures a safe space for all attending
  - iii. **Workshops or webinars:** information centered
    - 1. Gatherings that are centered around providing the community with information about a certain topic
    - 2. Very structured environment, usually accompanied by an agenda, a presentation, etc.
    - 3. Questions are usually left for the ending of the presentation
  - iv. **Community events:** These can have the same structure as a discussion group, drop-in, or workshop, but can also have its own structure or mixture of the other gathering structures
    - 1. Typically held for an awareness day or other type of holiday, celebration, or acknowledgement
- c. **Planning your gathering:** In order to ensure a smooth gathering, you must efficiently and effectively organize and plan your gathering
  - i. **Initiate:** In this phase you lay the groundwork for your gathering to frontload your planning as much as possible, thereby avoiding as many challenges as possible
    - 1. Decide on:

- i. Goal(s) for the programming
  - i. Include what you want to change and the intended audience:
    - 1. I.e., “The goal of my event is to increase the awareness and understanding of PrEP in trans communities so that we may link more trans individuals to PrEP”
  - ii. Description of the programming
    - i. Explain content
      - 1. I.e.: “This will be a presentation the reviews how PrEP works, how to access it, and how HIV affects the priority population”
  - iii. Objectives
    - i. I.e. “I would like those who attend to fully understand how they can refer individuals of the primary population to PrEP, understand how to access PrEP, and what benefits are available so the primary population can access PrEP”
  - iv. Structure for the programming
    - i. I.e., discussion group, community event, drop-in, workshop, etc.
    - ii. If a workshop, would you like a live presentation or a taped recording?
  - v. Estimated date and time for the event
    - i. I.e., March 18<sup>th</sup> at 3PM
  - vi. Stakeholders that should or could be involved, and when and how you plan to reach out to them
    - i. Including, but not limited to:
      - 1. The Education Department: For any gathering that will include a workshop, training, or other educational group
      - 2. Communications: For all gatherings, specifically for promotional purposes
      - 3. Other Mazzone Programs
        - a. I.e., Trip, OUR Way, Navigation, the health center, Care Services, etc.
      - 4. Other External entities

- a. I.e., Colours, GALAEI, AACO, CDC, etc.
  - 5. Community members
    - a. For a variety of reasons and for input
  - 6. Other stakeholders that could somehow affect or improve the programming
- 2. Discuss with your supervisor
  - i. After collecting the above information present to your supervisor
  - ii. Managers need to speak to the department director before approving a presentation
- 3. Begin to discuss your initiative with your stakeholders
  - i. After you and your supervisor agree that your proposal is ready for planning, begin to contact your stakeholders to identify next steps
    - i. The Education Director needs to be contacted for all workshops and trainings
    - ii. The Communications Department needs to be contacted for all presentations
    - iii. Speak to other stakeholders as necessary
- ii. Plan: Once you have contacted your stakeholders and have identified the next steps, begin to put together your gathering/presentation
  - 1. Research your topic
  - 2. Map out the structure of the event
    - i. Create an agenda
    - ii. Include
      - i. Introduction and short description of presenters
      - ii. Ground Rules
      - iii. The goal of the event
      - iv. The order of topics
        - 1. If presenting with others, indicate who will cover which topic
      - v. How people can ask additional questions
        - 1. By email, chat, at the end, or during the event?

- vi. List of any resources used and any special thanks to anyone who helped
3. Put together the information that is appropriate for the event:
    - i. Materials
    - ii. Narrative
    - iii. Slides
    - iv. Images
    - v. Data/Graphs
    - vi. Scenarios
    - vii. Other presentation tools
  4. Decide on a final date and time for the event
  5. Work with communications to create and implement a promotional strategy that is released to the community in plenty of time to advertise your initiative
  6. Continuously check in with your supervisor about your project for any further guidance that may be needed
  7. Ensure that you create and maintain strong lines of communication with your stakeholders (I.e. the Education Department, other Mazzone Programs, other entities, etc.)
    - i. Use email, Teams meetings, phone calls, text, etc.
  8. Once the presentation is complete
    - i. Review it with your supervisor
    - ii. Run through your presentation with a small group or alone before presenting or recording

- XII.** Hygiene Kit Distribution Procedure: Our Way, Sisterly Love and Trip makes hygiene kits available to program participants weekly.
- a. Time and Date:** Mondays and Wednesday 1pm-2:45pm by appointments only
  - b. Staff Schedule:** Staff will be scheduled in the building 12pm-3pm on Mondays and Wednesdays
    - i. Staff will wear PPE (Personal Protective Equipment) and maintain social distance
    - ii. 12pm-1pm – Group Room 2
    - iii. Gather supplies for Hygiene kits, make general Hygiene kits, tailor certain Hygiene kits per request of clients to minimize client contact
      1. Check spread sheet for other client needs

- i. Home HIV test kits
  - ii. Snack Kits
  - iii. Safer sex kits: Condoms and Lube
  - iv. Hygiene kits: bar soap, bathroom wipes, razors, etc.
- iv. 1pm-2:45pm – See clients in 10-15 min increments, **by appointment only**
- c. **Hygiene Kit Contents**
  - i. Bar soap, bathroom tissue, hand sanitizer, razor, shaving cream, deodorant, toothpaste, toothbrush, snacks
- d. **Ordering**
  - i. Engagement Manager creates order using Amazon
  - ii. Engagement Manager sends the order to the Prevention Services Director
  - iii. Department Director reviews order and either approves or requests edits to the order
    - 1. Department Director ensures that there are funds to cover the cost and that the contents of the order are in line with the agency mission, purpose of the program, ethically sound, safe, etc.
    - 2. Once approved, Department Director places the order in Mazzone's Amazon account for approval from the COO
    - 3. Orders will be addressed to Vince Du and shipped to the main building
    - 4. All costs and information about the order is tracked in the shared program budget tracking sheets
- e. **Process:**
  - i. Client will reach out to Coordinator for referrals
  - ii. Coordinator will share resource link to client to fill out, or if appropriate, coordinator will fill out form for the client
  - iii. Through the form, clients will identify needs, request an appointment, and be assigned a unique identification number
  - iv. Client will come into the main building during their scheduled time
  - v. Staff will prepare kits based on client needs from resource link, and mark each bag with a unique identification number
  - vi. Staff put numbered bags on the benches next to the front entrance of the main building (near the food bank bags)
  - vii. Staff give the sheet to the security guard
  - viii. Client will walk-in and get their temperature taken from front desk

- ix. Security will ask them to grab kits marked with their unique identification number
- x. At the end of the day,
  1. Staff collect the sheet from security
  2. Staff pick up the bags that were not picked up and take them to group room 2
  3. Staff keep track of clients that come in to pick up kits

f. **Promotional Needs**

- i. Coordinators will work with Communications to develop a flier to post on **targeted** social media to inform Trip, OUR Way and Sisterly Love clients

XIII. **Tablet Outreach Guidelines:** Prevention Services uses smartphone application hookup sites to inform local MSM and trans individuals of services being offered in their area and at Mazzone Center

a. **Applications:**

- i. Gindr
- ii. Jack'd
- iii. Scruff
- iv. Adam4Adam
- v. Hornet
- vi. Any additional applications for hookup

b. **Setting up Agency Profile:** use the following guidelines when setting up and maintaining profiles

- i. **Name:** Mazzone, Mazzone215, Mazzone69, etc.
- ii. **Profile picture:** **Stock photos only**, do not use copyright or personal photos
  1. For MTU sites, it is best to use the MTU picture when possible

iii. **Profile description language examples:**

1. "We are in your neighborhood"
2. "Ask us about sexual health!!!"
3. "Want condoms, hygiene kits or an at home HIV testing kit?"
4. "Free AT HOME HIV TESTING KITS!!!"
5. "Want to talk to someone? Call 1-855-4MAZZON, press 3"

c. **Process of Community Contact/Engagement:**

- i. Only engage clients that **engage us first**.
  1. Client engagement include: Commenting, "Waving", "Poking", "Growling" etc.
- ii. **Redirect** conversations from clients making flirtatious comments
  1. **ie.** "I appreciate your comment, but I am here to talk to people about wellness. Do you have any questions about sexual health? Are you interested in getting a free At Home HIV Test kit?"

- iii. Track each conversation by filling out the Tablet Outreach Log Spreadsheet
  - 1. Information needed:
    - i. Date/Time of contact
    - ii. Screen Name
    - iii. Location of outreach (closest intersection)
    - iv. Resources given to client

d. **Resources:**

i. **Call Center**

- 1. **1-855-4MAZZON**, then press option 3 or **267-734-0706**
- 2. Anyone who wants to talk to a staff about sexual health or Mazzoni resources/services
- 3. Monday through Fridays, 9am-12pm & 1pm-4pm

ii. **At Home HIV Testing Kits** - [www.phillykeeponloving.com](http://www.phillykeeponloving.com)

- 1. To **deliver** a kit to their home:
  - i. Staff will:
    - i. Go to website: [www.phillykeeponloving.com](http://www.phillykeeponloving.com), go to the “Get Tested for HIV” tab
    - ii. Fill out form with client information
    - iii. Email section: **mazzoni@mazzonicenter.com**
- 2. To **pick up** a kit at Mazzoni Center: (only Wednesdays, 1:00pm-2:45pm)
  - i. Staff will:
    - i. Go to website: [www.phillykeeponloving.com](http://www.phillykeeponloving.com), go to the “Get Tested for HIV” tab
    - ii. Fill out form with client information
    - iii. Email section: **pickup@mazzonicenter.com**
    - iv. Fill out shared “Home HIV Kit Pickup” Spreadsheet

3. **Linkage to Care** - Kailah King, [kking@mazzonicenter.org](mailto:kking@mazzonicenter.org), Call or text 267-389-3281, ext. 469

- i. Anyone who is newly diagnosed for HIV and would like to get into care
- ii. This is a good contact to share with people who are asking for at home HIV test kit
- iii. This lets them know the next steps if they were to test HIV+
- iv. Anyone who is already **HIV+**, **out of care** and would like to be linked back into care
  - i. “Out of care” could mean:
    - 1. Client doesn’t currently have a doctor

2. Client may be out of HIV medication
  3. Client may just have moved to Philadelphia and hasn't establish a local provider
  4. Client test HIV+ elsewhere and would like to connect to Mazzoni for service, etc.
- iii. **Navigation - Chet Carter, [ccarter@mazzoniceter.org](mailto:ccarter@mazzoniceter.org), Call or text 267-389-3139, ext. 467**
1. **PrEP**- Post-Exposure Prophylaxis: Client may be high risk for HIV and would like to get on PrEP
  2. **nPeP**- Pre-Exposure Prophylaxis: Client may have been exposed to HIV and would like to get on nPeP
    - i. nPeP should be taken **within 72 hours (3 days)** after exposure
- iv. **CLEAR - Brian Taylor, [btaylor@mazzonicenter.org](mailto:btaylor@mazzonicenter.org), Call or text 267-389-3118, ext. 466**
1. Anyone who is HIV+, and would like to talk to someone about building life skills
    - i. One-on-one sessions are held over online
    - ii. Incentives are given after completion of the 5 sessions
- v. **Gender affirming services**
1. Programs that provides a safe space for individuals who are Trans identified
  2. Online events, virtual activities, watch parties
  3. Promotes healthy lifestyle and wellness
  4. Advocates for trans health and wellness
  5. Hygiene Kits are available to pick up when clients reach out to Tatyana or Joniece
  6. OUR Way Facebook Live drop-ins 2nd and 4th Wednesdays @ 3pm
    - i. **OUR Way: Tatayana Woodard, [twoodard@mazzonicenter.org](mailto:twoodard@mazzonicenter.org), Call or text 267-389-3690, ext. 496, [www.facebook.com/ourwayprogram/](http://www.facebook.com/ourwayprogram/)**
      - i. For all trans identified individuals and non-binary individuals
    - ii. **Sisterly LOVE- Joniece Greer, [jgreer@mazzonicenter.org](mailto:jgreer@mazzonicenter.org), <https://www.facebook.com/sisterlylovemazzonicenter/>**
      - i. For trans feminine individuals
- vi. **The TRIP Project – Christiawn Wilson, [cwilson@mazzonicenter.org](mailto:cwilson@mazzonicenter.org), Call or text 267-389-3621, ext. 492, [www.facebook.com/TRIP.Mazzoni/](http://www.facebook.com/TRIP.Mazzoni/)**
1. A program that provides a safe space for LGBTQ+ identified individuals, specifically those of color
    - i. Hygiene Kits, online events, virtual activities, watch parties
    - ii. Promotes healthy lifestyle and wellness

- iii. Advocates for POC LGBT+ health and wellness
- iv. Hygiene Kits are available to pick up when they reach out to Christiawn
- v. Freedom Space Facebook Live drop-ins 2<sup>nd</sup> and 4th Mondays @ 3pm
- vii. **Condom Kits - Vince Du**, [vdu@mazzonicenter.org](mailto:vdu@mazzonicenter.org), 215-563-0652, ext. 490
  - 1. Safer Sex Kits are available to **pick up** from the Mazzone main building: 1348 Bainbridge, Philadelphia Pa 19146, Monday through Friday 9am-3pm
    - i. Kits are in the lobby
  - 2. For condom **delivered** to their homes, clients should go to: DO YOU PHILLY : <http://www.doyouphilly.org/condoms>

**XIV.** Research: The Prevention Services Programming will need the most up to date and accurate information to post on social media, triage community members and refer community members.

- a. When working or even not working the phones, emails or performing online social engagement, staff will be assigned the following research assignments daily to find information on:
  - i. Service Referral Information (As what would be used at Wash West after pandemic, and shared through emails during the pandemic)
  - ii. What other similar organizations are doing during the pandemic
  - iii. COVID19 Update information
  - iv. Self-Care
  - v. Health Insurance Updates
  - vi. STI/HIV Prevention
  - vii. Sexual Health
  - viii. Ideas of what do to while social distancing
  - ix. Online social opportunities
  - x. Other relevant information that can be used for materials, emails, brochures, etc.
- b. This information will be vetted through appropriate leadership before allowing to be disseminated to the community.

**XV.** Trainings: Prevention Management will create and provide necessary training to staff online when possible.

## XVI. Timekeeping:

- a. Each person will work a 40-hour workweek.
- b. Bargaining unit staff will report their start time with an email and report their end time with an email

## XVII. Other responsibilities needed to be completed by department management:

- a. Meeting planning and facilitation
- b. Staff and program management and monitoring
- c. Completing data entry which is significantly behind for HIV and STI testing
- d. Reporting and documentation needs
- e. Maintaining contact with team members, funders, Mazzoni Leadership, and other stakeholders
- f. If possible, catching up on other responsibilities that have been displaced due to past agency turmoil. For example, process and procedure updates and editing, staff training workshop development, innovative strategy research, data management research, etc. This would be an excellent opportunity to get programming and the entire agency poised for improved service implementation when programming is fully restored.
- g. Staff:
  - i. Vince Du, Community Health Engagement Manager, [vdu@mazzonicenter.org](mailto:vdu@mazzonicenter.org), 215-563-0652 ext. 460
  - ii. Shane Nieves, STI Program Manager, [snieves@mazzonicenter.org](mailto:snieves@mazzonicenter.org), 215-563-0652, ext. 480
  - iii. Nhakia Outland, Navigation Program Manager, [noutland@mazzonicenter.org](mailto:noutland@mazzonicenter.org), 215-563-0652, ext. 465
  - iv. Eric Paulukonis, Prevention Services Director, [epaulukonis@mazzonicenter.org](mailto:epaulukonis@mazzonicenter.org), ext. 460