

Promising Practices: The Impact of COVID-19 Related Policy Changes On Enrollment Capacity Within California's AIDS Drug Assistance Program

Kelly Wu, MS, Ann Nakamura, MPH,
Genevieve (Wendy) Kray, MPH

Office of AIDS

California Department of Public Health

Sacramento, California

20
22

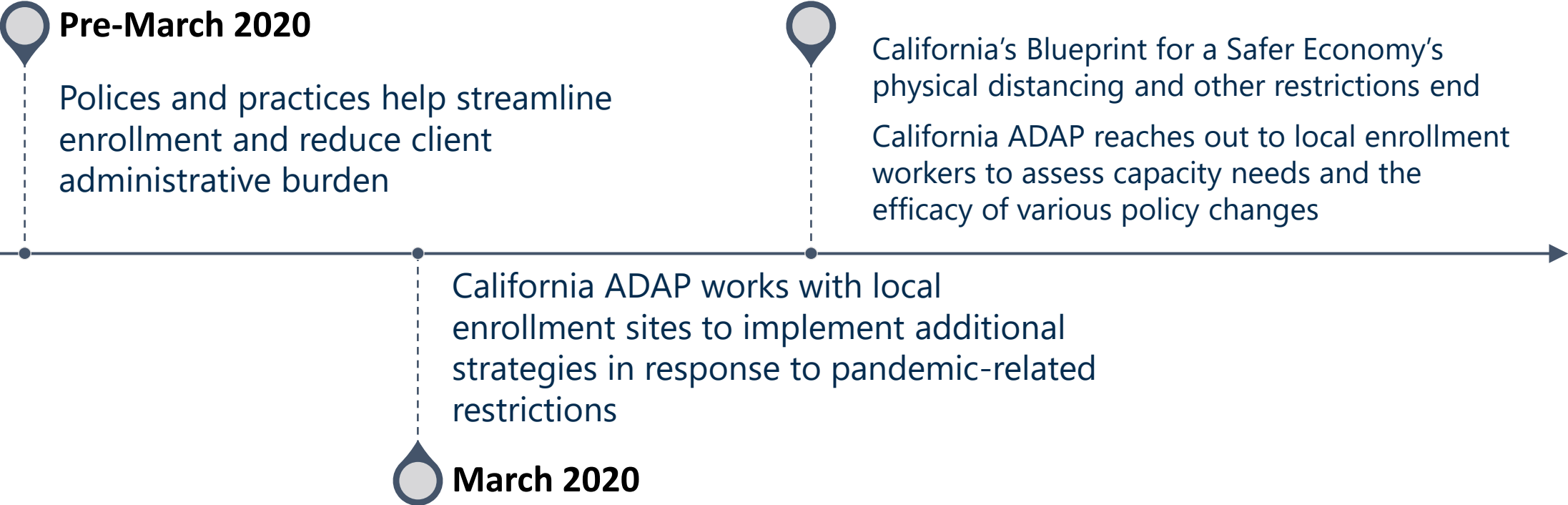
NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT

Learning Objectives

After attending this presentation, learners will be able to:

- Describe successful state-level policy changes that facilitated AIDS Drug Assistance Program (ADAP) and Pre-Exposure Prophylaxis Assistance Program (PrEP-AP) enrollment during the COVID-19 pandemic
- Identify how the COVID-19 pandemic impacted structural barriers to ADAP and PrEP-AP enrollment
- Develop ideas on potential policy and programmatic solutions to structural barriers of ADAP and PrEP-AP enrollment

About The Survey



Methods and Responses



Qualtrics surveys were sent to 534 ADAP and PrEP-AP enrollment workers from 211 enrollment sites



Descriptive and hierarchical clustering analyses were used to identify key barriers and facilitators of enrollment



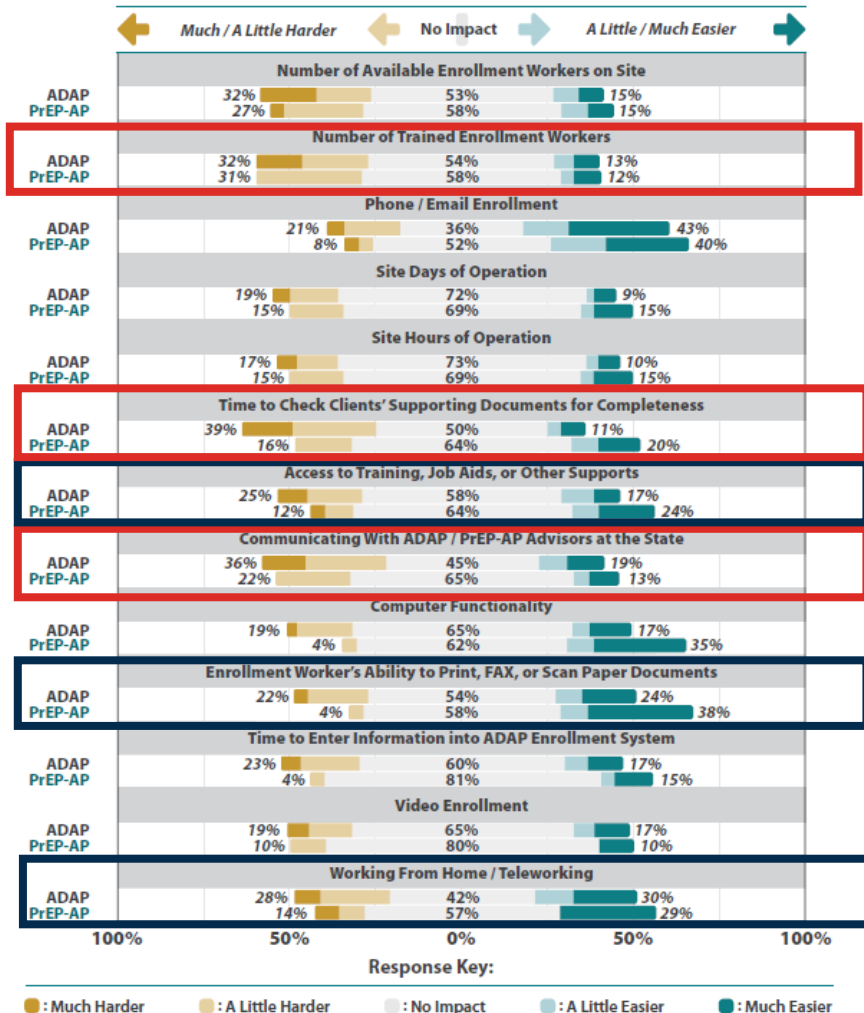
Complete responses were received from 135 (25.3%) enrollment workers representing 98 (46.4%) enrollment sites

Top Site-Level Enrollment Hinderers and Helpers

Scan here to see full fact sheet!



cdph.ca.gov



Top ADAP and PrEP-AP Site-Level Enrollment Hinderers and Selected Proposed Solutions

- ❖ Enrollment worker (EW) training and staffing
 - ❖ Proposed solution: Re-examine training materials for additional clarification
- ❖ Having sufficient time to check clients' documents for completeness
 - ❖ Proposed solution: Ask EWs for feedback on required documents to identify areas for simplification
- ❖ Maintaining communications with ADAP and PrEP-AP advisors
 - ❖ Proposed solution: Establish direct phone lines to advisors

Top ADAP and PrEP-AP Site-Level Enrollment Helpers

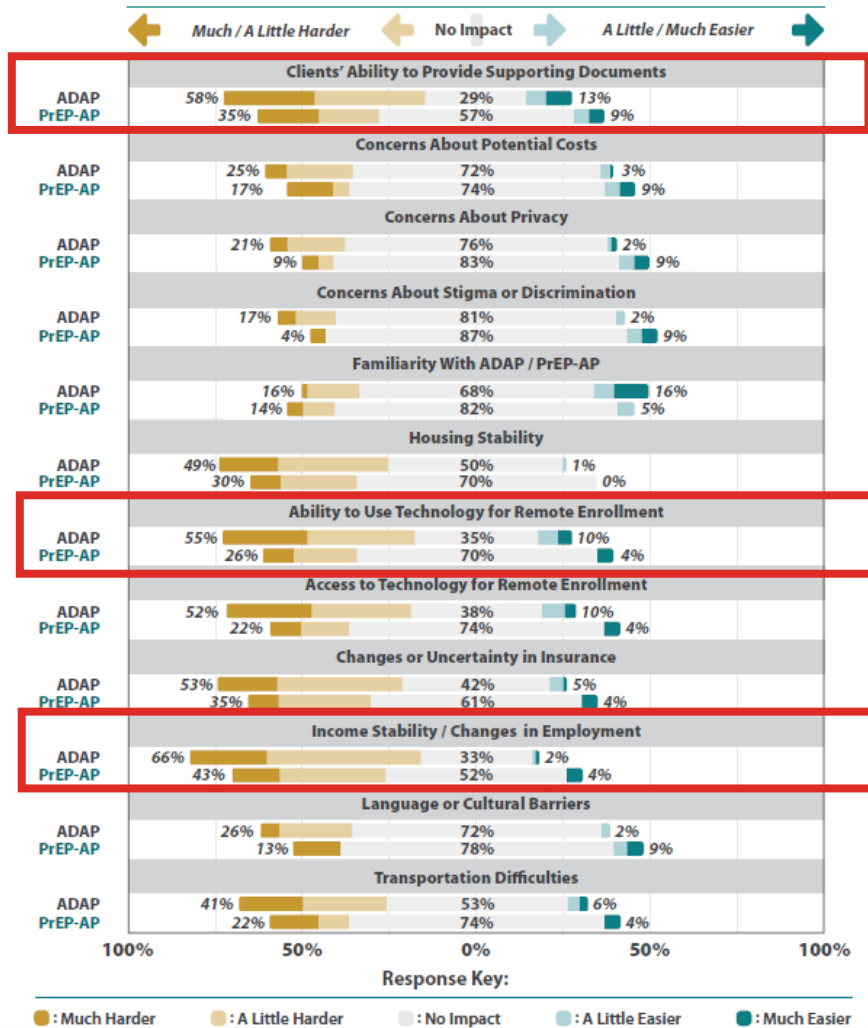
- ❖ Access to training, job aids, and other supports
- ❖ Enrollment worker ability to print/fax/scan documents
- ❖ Working from home/teleworking

Top Client-Level Enrollment Hinderers and Helpers

Scan here to see full fact sheet!



cdph.ca.gov



- ### Top ADAP and PrEP-AP Client-Level Enrollment Hinderers and Selected Proposed Solutions
- ❖ Ability to provide supporting documents
 - ❖ Proposed solution: Translate documents into more languages
 - ❖ Ability to use technology
 - ❖ Proposed solution: Assist clients in person
 - ❖ Income stability/changes in employment
 - ❖ Proposed solution: Pending client outreach

- ### Top ADAP and PrEP-AP Client-Level Enrollment Helpers (as communicated by EWs)
- ❖ Allowing electronic signatures
 - ❖ Remote enrollment/re-enrollment

Lessons Learned

- Overall, COVID-19 impacts made the enrollment process harder for both enrollment workers and clients
- California ADAP's policies to allow remote enrollment/re-enrollment and electronic signatures during the pandemic received positive feedback from enrollment workers
- Remote enrollment/re-enrollment and electronic signatures only benefited clients with access to and ability to use technology
- Enrollment worker training and staffing is crucial to easing the burden of the ADAP/PrEP-AP enrollment process