



PROGRAM SUMMARY REPORT

Atlanta/ Department for HIV Elimination

PROGRAM:**Department for HIV Elimination, Fulton County Government**

INTRODUCTION:

The Department for HIV Elimination at Fulton County Government Atlanta aims to expand HIV care and support services through Ending the HIV Epidemic (EHE) initiative. The program enhances community engagement, public outreach, retention, and re-engagement in care. Along with data infrastructure, and organizational capacity, ultimately working towards viral suppression and improved health outcomes for people living with HIV (PLWH).

TARGET POPULATION:

The program serves diverse and key population, ensuring that high-risk and underserved groups receive targeted interventions.

- Men who have sex with men (MSM)
 - Black/African American
 - Hispanic/Latinx
 - People living with HIV (PLWH)
 - Women
 - Transgender and nonbinary individuals
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KEY STAKEHOLDERS AND COLLABORATORS:

The program was made possible through collaborations with several key stakeholders, including:

- Community- Based Organizations (CBOs)
 - Federally Qualified Health Centers (FQHCs)
 - Mental health Providers
 - Substance Use Treatment Providers
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- Local Health Departments
 - Hospitals
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PROGRAM DURATION:

The program has been active for over five years, with ongoing initiatives to address evolving needs.

PROGRAM GOALS AND KEY ACTIVITIES:

The program's goal is to guide individuals along with HIV Care Continuum, with a primary objective of achieving viral suppression. By addressing unmet needs and providing comprehensive services, the program engages newly diagnosed individuals, those not in care, and individuals who have fallen out of care.

Key activities include offering extended service hours outside the traditional 9to5 schedule, allowing clients to access services from 8 am to pm and on weekends, which improves access for individuals with varied schedules. In response to the COVID-19 pandemic, telehealth services were expanded, enabling clients to maintain their care remotely, ensuring continuity even during lockdowns. Other services offered include medical care, mental health and substance use services, oral health care, housing, case management, support groups, food and nutrition services, medical transportation, emergency financial assistance, health insurance navigation, legal services, and translation services to our clients that are non-English speakers.

PROGRAM CHALLENGES:

One of the primary challenges has been high vacancy rates at both subrecipient agencies and within the Department of HIV Elimination, largely due to the post-COVID competitive job market. Finding and retaining qualified, committed staff has proven difficult. In response, the department has actively engaged in conversations with subrecipient agencies to develop effective hiring strategies, encouraging competitive salaries, flexible working arrangements, and perks such as remote work, health insurance, and professional development opportunities.

Tools and resources have been provided to aid in recruitment, including suggested advertising platforms and interview techniques to identify not only qualified but also passionate candidates. Agencies that have adopted these practices have seen improvements in staffing, and the department itself is now fully staffed.

COMMUNITY ENGAGEMENT AND DEVELOPMENT:

The Department for HIV Elimination funds 14 subrecipient agencies across Fulton County's 4 county jurisdiction to deliver extensive services addressing the HIV care continuum. A Community Engagement Specialist (CES) coordinates ongoing community feedback and engagement, participating in advisory boards, hosting focus groups, and attending community events. Through these channels, the program frequently adapts to meet client needs, ensuring that the voices of community members drive planning and service delivery.

DATA COLLECTION AND MONITORING:

Client-level data is recorded via the e2Fulton data management system, and client satisfaction is measured through automated surveys sent after service visits. Feedback gathered through these surveys and focus groups informs enhancements to services and overall client satisfaction.

KEY METRICS AND OUTCOMES:

The program tracks a range of key performance indicators to measure its success:

- HAB Performance Measures
 - Client Satisfaction Survey
 - Key Performance Indicators
 - Focus Group Feedback
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CONCLUSION:

The Department for HIV Elimination program serves as a critical resource for PLWH in Atlanta, providing targeted support and addressing social determinants that hinder engagement in care. Through continuous evaluation and community engagement, the program strengthens care pathways, increases access to essential services, and supports individuals in achieving viral suppression.