



READINESS TOOL

Introduction

This tool is intended to assess readiness to implement various activities that support a whole-person approach to care and service delivery, and help identify gaps and areas of improvement. The activities are aligned with and organized by the six domains of [JSI's Person-Centered Care \(PCC\)](#) framework:

- A. Service design and delivery
- B. Policy and financing
- C. Monitoring, learning, and accountability
- D. Workforce environment and development
- E. Point of care access and experience (client level)
- F. Leadership and governance

Instructions

1. Organizations should have staff review this tool individually, and then complete it as part of a team discussion.
2. For each domain, review each activity and determine the implementation status for that activity:

The implementing organization (provider/clinic or subrecipient agency):

- Has not started implementing the activity
- Is in the process of implementation and is still refining policies, protocols, and systems
- Has fully operationalized the activity and has policies, protocols, and systems in place to support continuous implementation

And if none of those selections are relevant:

- The activity is not applicable as it is not a goal or intended activity for the jurisdiction

3. Mark your response in the corresponding box with an **X**. Select only one response per row.
4. Upon completion of each domain, document themes, strengths, barriers, and facilitators for that section.
5. Upon completion of the entire document, an organization will have the necessary information to complete Section 4 of the Baseline Needs Assessment Landscape Analysis.

SESSION INFORMATION

Date		
HRSA-funded jurisdiction		
Provider/subrecipient		
Participants	Name(s):	Role(s):

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
DOMAIN A: SERVICE DESIGN AND DELIVERY					
A1. Engaged community members and other stakeholders to inform the proposed whole-person approach					
A2. Mapped whole-person care and services to funded programs					
A3. Mapped whole-person care and services to existing services and partners					

¹Policies, protocols, and systems are in place to support continuous implementation

² Not a goal or intended activity for the jurisdiction

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
A4. Documented (either graphically or in writing) a whole-person approach/framework					
A5. Have established systems to obtain ongoing feedback from community members and other stakeholders related to whole-person service implementation					
A6. Established partnership agreements to promote and expand the delivery of whole-person care and services					
A7. Implemented whole-person marketing, outreach, or awareness campaigns/events that support rebranding and destigmatization of HIV prevention services					

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
DOMAIN A: SERVICE DESIGN AND DELIVERY COMMENTS	<i>Comments:</i>				
	DOMAIN B: POLICY AND FINANCING				
B1. Contract language incorporates whole-person language					
B2. Funding opportunities incorporate whole-person language					
B3. Workflows and standard operating procedures support implementation of whole-person care and services					
B4. Identified funding sources to support whole-person care and services					

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
DOMAIN B: POLICY AND FINANCING COMMENTS	<i>Comments:</i>				
DOMAIN C: MONITORING, LEARNING, AND ACCOUNTABILITY					
C1. Established data sharing agreements with partners to document client receipt of whole-person care and services <i>Not limited to RWHAP clients, also clients with negative HIV test</i>					
C2. Existing staff have participated in education and skills building opportunities specific to whole-person care and service delivery					
C3. Established systems/processes to assess					

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
client satisfaction with whole-person care and service delivery					
C4. Evaluate whole-person care and service delivery to demonstrate effectiveness					
C5. Systems/processes are in place to document that clients have accessed sexual health services ³ delivered internally					
C6. Systems/processes are in place to document that clients have accessed sexual health services delivered through referrals					
C7. Systems/processes are in place to document that clients have accessed support services ⁴ delivered internally					
C8. Systems/processes are in place to document that clients have accessed support services delivered through referrals					

³ See E4 and supplemental worksheet (Appendix A) for list of sexual health services; for this activity, there may be multiple responses depending on the services - add any notes as needed.

⁴ See E5 and supplemental worksheet (Appendix A) for list of support services; for this activity, there may be multiple responses depending on the services - add any notes as needed.

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
DOMAIN C: MONITORING, LEARNING, AND ACCOUNTABILITY COMMENTS	<i>Comments:</i>				
	DOMAIN D: WORKFORCE ENVIRONMENT AND DEVELOPMENT				
D1. Positions developed/repurposed to provide services through a whole-person approach					
D2. Established job descriptions for navigator/non-medical case manager (NMCM)/community health worker (CHW) roles					

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
D3. Hired navigators/NMCMs/CHWs with lived experience					
D4. Navigators/NMCMs/CHWs onboarded and trained					
D5. Navigators/NMCMs/CHWs receive supervision and mentoring					
DOMAIN D: WORKFORCE ENVIRONMENT AND DEVELOPMENT COMMENTS	<i>Comments:</i>				
DOMAIN E: POINT OF CARE ACCESS AND EXPERIENCE					
E1. Intake process established to collect demographics and health history for all clients					
E2. Aligned with a whole-person approach, staff conduct an assessment to identify client sexual health and social service needs					

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
E3. Aligned with a whole-person approach, staff establish care plans for clients with a negative HIV test result					
*See Appendix A to complete E4 and E5.					
E4. Aligned with a whole-person approach, sexual health services for clients with a negative HIV test result are delivered onsite/internally OR clients are referred to external partners to receive services					
E5. Aligned with a whole-person approach, support services for clients with a negative HIV test result are delivered onsite/internally - or clients are referred to external partners					
E6. Processes for linkage to sexual health services following an assessment are followed					
E7. Processes for linkage to PrEP following an assessment are followed					
E8. Processes for linkage to nPEP following an assessment are followed					

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
E9. Clients are linked to care within [time frame ⁵] following a positive HIV test result					
E10. Processes for linkage to support health services following an assessment are followed					
E11. Services (describe) are integrated under the whole-person approach					
E12. Rebranded and/or marketed service sites to reflect availability of culturally responsive sexual health, behavioral health, harm reduction, and/or support services					
DOMAIN E: POINT OF CARE ACCESS AND EXPERIENCE COMMENTS	<i>Comments:</i>				
DOMAIN F: LEADERSHIP AND GOVERNANCE					
F1. Established leadership engagement and buy-in for whole-person approach					

⁵ Confirm Rapid Start time frame or 30 days, whichever is shorter

Activity	Have not started	In progress	Fully operationalized/ Implemented ¹	N/A ²	Comments
F2. Able to navigate institutional systems to support implementation of whole-person care and services					
F3. Able to navigate local government systems to support implementation of whole-person services					
DOMAIN F: LEADERSHIP AND GOVERNANCE COMMENTS	<i>Comments:</i>				

APPENDIX A

READINESS TOOL WORKSHEET - SEXUAL HEALTH AND SUPPORT SERVICE PROVISION

Introduction

This worksheet accompanies and supplements the SNAP ETAP Readiness Tool to allow organizations to document details about the delivery of sexual health and support services see E4 and E5 , and help identify gaps and areas of improvement.

Instructions

1. For each service, indicate with a check mark in the corresponding box:
 - a. Whether the service is delivered onsite/internally⁶, or if clients are referred to external partners
 - b. Only select one cell per row unless services are delivered both internally AND via partner referral
2. Mark your response in the corresponding box with an ✕

⁶ Onsite/internally is within the HRSA-funded recipient or subrecipient agency; external partners are outside of the recipient/subrecipient organizations/systems

READINESS TOOL WORKSHEET – SEXUAL HEALTH AND SUPPORT SERVICE PROVISION

Date		
HRSA-funded jurisdiction		
Provider/subrecipient		
Participants	Name(s):	Role(s):

DOMAIN E: POINT OF CARE ACCESS AND EXPERIENCE						
E4. Aligned with a whole-person approach, the sexual health services for clients with a negative HIV test result listed below are delivered onsite/internally OR clients are referred to external partners to receive services						
Service	Have not started providing the service	Deliver the service ONSITE/INTERNALLY		Refer to EXTERNAL PARTNERS for service provision		N/A ⁷
		In progress provide services internally and still refining policies, protocols, and systems	Service is fully implemented and policies, protocols, and systems are in place to sustain service delivery	In progress have initiated partnership and still refining policies, protocols, and systems	Partnership is fully established and policies, protocols, and systems are in place to sustain partnership and service delivery	
a. HIV testing						
b. PrEP						

⁷ Not a goal or intended activity for the jurisdiction

c. nPEP						
d. STI testing						
• Chlamydia						
• Gonorrhea						
• Syphilis						
Service	Have not started providing the service	Deliver the service ONSITE/INTERNALLY		Refer to EXTERNAL PARTNERS for service provision		N/A⁸
		In progress provide services internally and still refining policies, protocols, and systems	Service is fully implemented and policies, protocols, and systems are in place to sustain service delivery	In progress have initiated partnership and still refining policies, protocols, and systems	Partnership is fully established and policies, protocols, and systems are in place to sustain partnership and service delivery	
e. STI treatment						
• Chlamydia						
• Gonorrhea						
• Syphilis						
f. Expedited partner therapy						
• Chlamydia						
• Gonorrhea						
g. DoxyPEP						
h. Viral hepatitis testing						
• Hepatitis B (HBV)						
• Hepatitis C (HCV)						
i. Viral hepatitis vaccination						
• Hepatitis A (HAV)						

⁸ Not a goal or intended activity for the jurisdiction

• HBV						
• HCV						
j. Mpox testing						
Service	Have not started providing the service	Deliver the service ONSITE/INTERNALLY		Refer to EXTERNAL PARTNERS for service provision		N/A⁹
		In progress provide services internally and still refining policies, protocols, and systems	Service is fully implemented and policies, protocols, and systems are in place to sustain service delivery	In progress have initiated partnership and still refining policies, protocols, and systems	Partnership is fully established and policies, protocols, and systems are in place to sustain partnership and service delivery	
k. Mpox vaccination						
l. Sexual health education						
m. Risk reduction interventions						

⁹ Not a goal or intended activity for the jurisdiction

Comments and/or provision of other sexual health services for people with a negative HIV test result:

E5. Aligned with a whole-person approach, the **support services for clients with a negative HIV test result** listed below are delivered onsite/internally - or clients are referred to external partners

Service	Have not started providing the service	Deliver the service ONSITE/INTERNALLY		Refer to EXTERNAL PARTNERS for service provision		N/A ¹⁰
		In progress provide services internally and still refining policies, protocols, and systems	Service is fully implemented and policies, protocols, and systems are in place to sustain service delivery	In progress have initiated partnership and still refining policies, protocols, and systems	Partnership is fully established and policies, protocols, and systems are in place to sustain partnership and service delivery	
a. Reproductive health services						
b. Housing services						
c. Mental health services						

¹⁰ Not a goal or intended activity for the jurisdiction

d. Substance use services						
e. Harm reduction services (e.g., overdose prevention, harm reduction supplies, wound care supplies) Describe:						
Service	Have not started providing the service	Deliver the service ONSITE/INTERNALLY		Refer to EXTERNAL PARTNERS for service provision		N/A¹¹
		In progress provide services internally and still refining policies, protocols, and systems	Service is fully implemented and policies, protocols, and systems are in place to sustain service delivery	In progress have initiated partnership and still refining policies, protocols, and systems	Partnership is fully established and policies, protocols, and systems are in place to sustain partnership and service delivery	
f. Syringe services programs						
g. Transportation services						
h. Food assistance						
i. Insurance navigation						
j. Gender affirming services						

¹¹ Not a goal or intended activity for the jurisdiction

k. Intimate partner violence prevention						
l. Oral health services						
m. Legal aid						
n. Translation/linguistic services						
Service	Have not started providing the service	Deliver the service ONSITE/INTERNALLY In progress provide services internally and still refining policies, protocols, and systems	Service is fully implemented and policies, protocols, and systems are in place to sustain service delivery	Refer to EXTERNAL PARTNERS for service provision In progress have initiated partnership and still refining policies, protocols, and systems	Partnership is fully established and policies, protocols, and systems are in place to sustain partnership and service delivery	N/A¹²
o. Emergency financial assistance						
p. Employment services						
q. Education services						

¹² Not a goal or intended activity for the jurisdiction

**Comments
and/or provision
of other support
services services
for people with a
negative HIV test
result:**

Comments:

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Supporting a whole person approach to comprehensive services

