

RFP: Evaluation of End Hep C SF Community Navigator Program Questions and Answers

Question 1: What do you feel are the strengths of the Community Navigator program?

The community navigator program actualizes End Hep C SF's value around being guided by people with lived and living experience. This program is mutually beneficial for the initiative and people with lived and living experience of hepatitis C who learn valuable skills and receive stipends for their time and expertise. Their work includes acting as credible messengers, leveraging social networks to increase outreach, saliency and tailoring of educational messaging, and the ability to provide resources and referrals responsive to the unique needs of the individual.

Question 2: What do you feel are the weaknesses of the Community Navigator program?

It is an ongoing challenge to recruit new navigators and maintain involvement with our partner agencies in the context of competing priorities and crises. For example one organization that was funded to participate in the Community Navigator program closed its doors in the summer of 2023.

Question 3: During the cohort cycles, how long do the trainees spend in "classroom training" and how long do they spend in "on-the-job training?"

Navigators participate in 12 hours of foundational training and an additional 8 hours of ongoing "classroom training." On average navigators engage in more than 40 hours of activities at the host organization.

Question 4: Is in-person qualitative data collection a requirement for this project? If so, is the vendor responsible for any travel costs?

In person qualitative data collection is required, and the vendor would be responsible for travel costs.

Question 5: What do you feel the biggest challenges will be in collecting qualitative data from key stakeholders?

This will depend on the experience and skills that consultants bring to this project. Collecting qualitative data from key stakeholders may require that the consultant consider low-threshold opportunities for participation, including flexible scheduling and/or in-person meetings.