



Alliance Consultancy

**Driving
Innovation,
Expanding
Access,
Transforming
Healthcare.**

Narrative Program Report 2022 – 2024

2025

Kyiv, Ukraine

Alliance Consultancy LLC

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EXECUTIVE SUMMARY

Between 2022 and 2024, **Alliance Consultancy**, in close collaboration with **Alliance for Public Health (APH)** and a network of global and regional partners, successfully implemented **11 projects**, with **2 ongoing** into 2025. These initiatives focused on strengthening healthcare systems, responding to crises, expanding telemedicine solutions, providing technical assistance, and driving policy advocacy. Throughout this period, the organization played a crucial role in ensuring continuous healthcare access for vulnerable populations, including key populations (KPs), people living with HIV (PLHIV), internally displaced people (IDPs), and refugees, across more than **50 countries and 220 cities**.

The war in Ukraine created unprecedented challenges for healthcare access, requiring urgent intervention to support displaced individuals and communities affected by disruptions in medical services. In response, **Alliance Consultancy**, through the **HelpNow HUB**, provided over **35,000 essential health services**, including support for antiretroviral therapy (ART) continuation, opioid agonist therapy (OAT), mental health support, and emergency medical navigation. This initiative became a vital healthcare coordination mechanism, ensuring that displaced Ukrainians in over 50 countries could access treatment and support.

Telemedicine and digital healthcare solutions became a cornerstone of healthcare continuity during this period. Through **Help24 TeleHealth and the HelpNow Clinical HUB**, Alliance Consultancy facilitated more than **20,000 online medical consultations**, addressing healthcare gaps for displaced populations and those unable to access in-person medical services. The establishment of three telemedicine hubs in Kyiv, Dnipro, and Khmelnytskyi further expanded access to digital healthcare, integrating hybrid models that combined virtual consultations with in-person medical care. These efforts also contributed to the development of national policies on telemedicine, in close collaboration with the **Public Health Center of Ukraine** and other stakeholders, ensuring the long-term sustainability of digital health services.





Beyond direct healthcare delivery, **Alliance Consultancy** played a leading role in policy engagement and community-led monitoring (CLM). As a technical assistance (TA) provider in partnership with Eastern Africa National Networks of AIDS and Health Service Organizations (EANNASO), and Asia/Pacific Council of AIDS Service Organizations (APCASO), the organization developed specialized CLM tools and provided guidance on data collection, advocacy, and service accountability. Community-led monitoring frameworks were expanded across multiple countries, with direct technical support provided to organizations in Moldova, the Philippines, and Bangladesh, enhancing civil society engagement in healthcare governance.

Technical assistance was another key area of impact, with support provided to national healthcare systems in Serbia, Ukraine, and Kyrgyzstan. These interventions strengthened national HIV and TB programs, improved civil society participation in healthcare policy, and supported harm reduction initiatives for people who use drugs (PWUD). Additionally, research and evidence-based interventions conducted

in collaboration with EMCDDA and KPMG **Bulgaria** contributed to national and regional drug policy reforms, generating data to inform more effective public health strategies.

Looking ahead, **Alliance Consultancy** will continue expanding its healthcare initiatives, with a strong focus on scaling up **Help24 TeleHealth** into new regions, integrating telemedicine into Ukraine’s national healthcare framework, and enhancing community-led monitoring models to improve healthcare service accountability. Additionally, the organization will strengthen regional partnerships to improve cross-border healthcare access and support for displaced populations.

Between 2022 and 2024, **Alliance Consultancy** demonstrated resilience, innovation, and leadership in public health, ensuring healthcare continuity despite crisis conditions. As the organization moves into 2025 and beyond, it remains committed to expanding digital healthcare solutions, strengthening healthcare systems, and fostering global health collaborations to ensure accessible, barrier-free, high-quality medical care for all, regardless of circumstances.

INTRODUCTION

ABOUT ALLIANCE CONSULTANCY

Alliance Consultancy is a leading public health technical support organization operating in Eastern Europe, Central Asia, and globally. Established in 2008 by the Alliance for Public Health (APH) as the **Alliance Technical Assistance Center**, we have since evolved into “Alliance Consultancy”, expanding our scope and capabilities to address pressing global health challenges.

Over the years, we have become a pivotal force in responding to public health challenges, particularly in crisis situations. Our expertise spans across digital health solutions, emergency healthcare interventions, telemedicine innovations, and capacity-building for healthcare providers and community organizations. Our work is deeply rooted in a commitment to ensuring access to essential healthcare services, particularly for key populations (KPs), people living with HIV (PLHIV), and marginalized communities facing health inequities.

2008



Now



Our **Approach**

We believe in evidence-based, community-led solutions that foster sustainable health outcomes. Our work is guided by:



A Human-Centered Approach

We prioritize the needs of vulnerable populations by designing programs that are inclusive, patient-centered, and adaptable to changing public health landscapes.



Innovation and Technology

We actively integrate digital health solutions, telemedicine, and mobile health interventions to improve healthcare accessibility and efficiency.



Strategic Partnerships

We collaborate with international donors, government institutions, NGOs, and community networks to drive systemic change and strengthen healthcare infrastructures.



Crisis Response and Adaptability

Crisis Response and Adaptability – We respond effectively to humanitarian crises, ensuring continued healthcare access for displaced populations and communities affected by conflict.

Our collaborative approach combines global expertise with regional knowledge, ensuring that interventions are both scalable and locally relevant. By fostering strategic partnerships and leveraging digital health innovations, we continuously work to improve public health outcomes and strengthen healthcare resilience in fragile settings.

Strategic Objectives (2022–2024)



Emergency Response & Refugee Support

Rapid intervention for displaced populations through HelpNow HUB.



Telemedicine Expansion

Establishment of Help24 TeleHealth, Online Clinics, and digital consultations.



Community-Led Monitoring & Policy Engagement

Strengthening advocacy, data collection, and health rights protection.



Technical Assistance & Capacity Building

Supporting national healthcare systems and civil society in multiple countries.

Alliance Consultancy has been at the forefront of health innovation, responding to crises, strengthening healthcare systems, and expanding digital solutions in Eastern Europe and Worldwide.



Our **Services**



Technical Assistance & Consulting

We are supporting governments, donors, and NGOs with tailored programmatic and policy solutions.



Project Management & Implementation

Delivering large-scale public health projects, including crisis response initiatives, healthcare system strengthening, and telemedicine integration.



Research & Evidence-Based Decision Making

Conducting health impact assessments, policy reviews, and programmatic evaluations to drive data-informed strategies.

Our track record of success is built upon a collaborative approach, leveraging global expertise while tailoring interventions to the unique needs of local healthcare systems. Through our extensive network of partners, we implement high-impact projects that drive meaningful change in the global public health landscape.

GENERAL PROGRAM OVERVIEW: 2022-2024

Over the past three years, Alliance Consultancy has played an important role in strengthening healthcare systems, supporting communities and urgent responses and ensuring uninterrupted medical care amid a rapidly evolving global landscape. Our work has been shaped by the urgency of crisis response, digital transformation in healthcare, regional capacity-building, and policy-driven advocacy, all of which have contributed to a sustainable and impactful public health ecosystem.

Crisis-Driven Innovation and Emergency Response

The full-scale war in Ukraine dramatically reshaped healthcare delivery, necessitating urgent, innovative solutions to ensure that key populations (KPs) and people living with HIV (PLHIV) continued to receive essential services. In response, together with Alliance for Public Health and support of number of CSO's we launched **HelpNow HUB**, a comprehensive emergency intervention that connected displaced individuals with life-saving healthcare services, HIV prevention and ART continuity, Hepatitis and tuberculosis-related treatments, OAT, mental health support, and humanitarian aid across multiple countries. Despite overwhelming challenges, our teams ensured real-time navigation, coordination, and direct service provision, extending our reach to refugees and internally displaced people (IDPs) across **more than 200 cities in over 50 countries**.

Recognizing the fragmentation of healthcare access due to war and forced migration, we also integrated telemedicine solutions into emergency response programs, allowing displaced communities to consult with doctors remotely. The **HelpNow Clinical HUB**, a multidisciplinary team of healthcare professionals, was developed to provide virtual consultations, bringing together infectious disease specialists, mental health professionals, and primary care providers to address the diverse medical needs of war-affected populations.



Real-time navigation, coordination, and direct service provision, extending our reach to refugees and internally displaced people (IDPs) across more than

200
cities in over
50
countries



Expansion of Telemedicine and Digital Health Solutions

The post-pandemic era and wartime instability underscored the critical importance of telemedicine in ensuring continuity of care. In response, in 2023 together with APH we have re-launched the existing Help24 portal into a comprehensive Help24 TeleHealth Platform. Moreover, the **Help24 TeleHealth Online Clinic** (h24.org.ua) was established as a comprehensive online clinic offering remote medical consultations, ART and PrEP prescriptions, psychological support, and STI management, free laboratory tests and referrals for vulnerable populations in Ukraine. This platform, initially conceived as a wartime emergency response tool, quickly evolved into a scalable telemedicine infrastructure, supporting thousands of patients both within Ukraine and abroad.

To strengthen the integration of telehealth into national healthcare systems, Alliance Consultancy worked closely with health authorities to standardize telemedicine protocols, facilitate digital patient records, and ensure the seamless integration of online medical services into Ukraine's national electronic health system. Additionally, three telemedicine hubs were established in Kyiv, Dnipro, and Khmelnytskyi

that provide not only in-person, but virtual consultations through Online clinic, allowing for hybrid care models that accommodate both digital and offline healthcare access.



Policy Impact and Community-Led Monitoring (CLM)

In addition to healthcare service provision and capacity-building, Alliance Consultancy has been at the forefront of advocacy and policy transformation. As a leader in Community-Led Monitoring (CLM), we have worked alongside national and international stakeholders to drive data-driven improvements in healthcare service delivery.

Through structured community engagement, research, and advocacy, we have provided key insights into gaps in healthcare accessibility, influencing health strategies at both national and regional levels. Our partnerships with the Public Health Center of Ukraine, Ministries of Health, and international organizations have helped to advance progressive health policies, funding mechanisms, and regulatory reforms that directly impact PLHIV, key populations, and marginalized groups.

KEY ACHIEVEMENTS: 2022–2024



11+ impactful projects successfully implemented, with 2 ongoing into 2025.



Over 50,000+ essential health services are provided through HelpNow HUB, Online Doctors (Help24), and emergency response programs for Ukrainians in 2022-2023.



Support extended across 50+ countries and more than 220 cities, reaching diverse populations of Ukrainian refugees and migrants through integrated telehealth and crisis interventions.



Strengthened partnerships with global and regional health organizations, including:



The Global Fund



Gilead Sciences



Aidsfonds



Frontline AIDS



Alliance for Public Health (APH)



WHO (World Health Organization)



Public Health Center of the Ministry of Health of Ukraine



UNAIDS

Regional health agencies and civil society networks

Alliance Consultancy's three-year programmatic impact reflects our joint efforts to strengthen healthcare access, support communities in need, and develop sustainable health solutions. Through a combination of emergency response initiatives, digital health innovations, regional capacity-building, and policy advocacy, we have contributed to improving healthcare delivery in crisis and war-affected and underserved regions. Our work has been driven by collaboration, adaptability, and a commitment to ensuring that people, regardless of their circumstances, can access the medical services they need.

PROJECT-BASED PROGRAM REPORTS

1. ONLINE DOCTOR CONSULTATIONS & HELPNOW CLINICAL HUB (2023–2024)



Implementation:

Implemented 2 projects



Period:

January–December 2023,
January–December 2024



Donors:

Alliance for Public Health, as
Principal Recipient of the Global Fund

Overview

The Online Doctor Consultations and HelpNow Clinical HUB initiative was developed to ensure continuity of healthcare services for people living with HIV (PLHIV) and key populations (KPs) in Ukraine and among displaced communities abroad. This initiative integrated telemedicine solutions to provide remote consultations, medical support, and multidisciplinary care through **Help24**, addressing the unique challenges created by the ongoing war and healthcare disruptions.

Key Objectives:



Provide **accessible, high-quality telemedicine services** for PLHIV and KPs, mitigating barriers to in-person healthcare.



Strengthen **multidisciplinary healthcare support** through a **centralized Clinical Hub**, offering expertise in **HIV treatment, mental health, and co-infections**.



Enhance the **Help24 telemedicine platform** to include expanded medical services such as **HIV PrEP, opioid agonist therapy (OAT), and tuberculosis (TB) co-infection management**.

Implementation & **Achievements:**

- ✓ **23,142 online medical consultations** delivered across Ukraine and internationally: **11,364 consultations in 2023** and **11,778 consultations in 2024**
- ✓ **5,538 Ukrainians living with HIV received medical consultations:** **2,861 individuals in 2023** and **2,677 individuals in 2024**
- ✓ **Multidisciplinary medical team of 38 doctors established**, comprising **infectious disease specialists, mental health professionals, and HIV clinicians** from **23 out of 25 regions of Ukraine**.
- ✓ **87 weekly Clinical Hub meetings conducted**, providing a structured platform for **peer learning, medical case discussions, and professional knowledge exchange:** **45 sessions in 2023** and **42 sessions in 2024**
- ✓ **553 patient medical data forms** were prepared and coordinated upon request to facilitate medical assistance: **231 patients in 2023** and **322 patients in 2024**
- ✓ Strengthened the **integration of digital medical services** into Ukraine's health system by **collaborating with the Public Health Center of Ukraine and leading healthcare organizations**.
- ✓ **Ensured ART (antiretroviral therapy) continuity, mental health support, and harm reduction services for internally displaced people (IDPs) and refugees**, preventing treatment interruptions and improving long-term health outcomes.

Impact & Strategic Significance:

The Online Doctor Consultations & HelpNow Clinical HUB project has demonstrated the effectiveness of telemedicine in crisis settings, ensuring healthcare access for vulnerable populations during wartime disruptions. By combining digital consultations with a multidisciplinary medical approach, this initiative has created a scalable model for future telehealth expansion.

Beyond service delivery, this initiative has contributed to strengthening the national healthcare infrastructure, supporting policy development for telemedicine integration in Ukraine. Additionally, it has played a crucial role in building medical expertise, providing ongoing education and support for healthcare providers, and ensuring that displaced individuals continue to receive high-quality, stigma-free medical care.



More **info:**



atac.org.ua



help24.org.ua

2. HELPNOW HUB: EMERGENCY SUPPORT TO UKRAINIAN REFUGEES (2022–2023)



Implementation:
Implemented 2 projects



Period:
March 2022 – October 2023

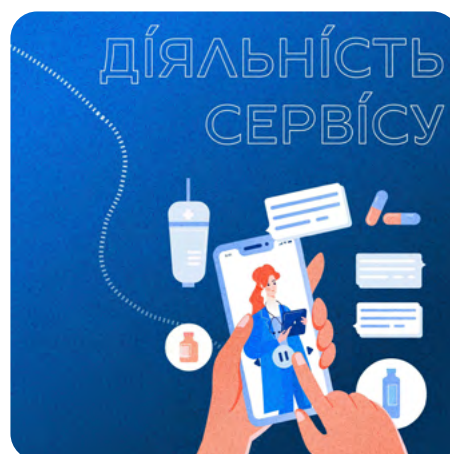
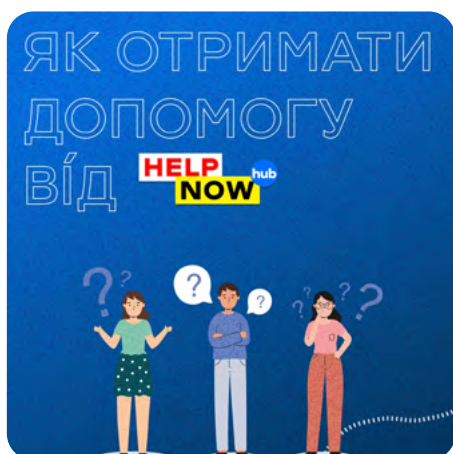


Donors:
Alliance for Public Health through the Regional Project SoS 2.0 supported by The Global fund (2022), and through Aidsfonds (2023) supported projects

Overview

The **HelpNow HUB** was established as an emergency response mechanism to address the urgent healthcare and humanitarian needs of Ukrainian refugees and internally displaced people (IDPs). Launched in response to the full-scale invasion to Ukraine, the initiative provided a critical lifeline for people living with HIV (PLHIV), key populations (KPs), and individuals requiring opioid agonist therapy (OAT) who faced barriers to accessing treatment due to displacement.

HelpNow Service was launched by Alliance for Public Health within first days of large scale war in 2022 and continued and expanded by Alliance Consultancy since March 2022. The service developed into comprehensive HelpNowHUB with different services and Hubs. HelpNow HUB served as a centralized coordination and navigation service, ensuring displaced individuals could connect with healthcare providers, access medications, and receive psychosocial support. Over the course of its operation, the initiative evolved into a cross-border support network, extending its reach across **over 50 countries and 200+ cities**.



Key **Objectives:**



Ensure uninterrupted access to ART, OAT, and HIV prevention services for displaced Ukrainians.



Provide **psychosocial support, mental health services, and emergency healthcare navigation.**



Establish **international partnerships and community-led support hubs** in host countries.



Expand **digital health solutions** to provide remote guidance and telehealth referrals.

Implementation & **Achievements:**



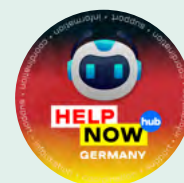
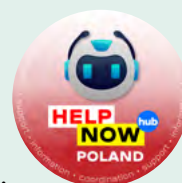
Addressed over 35 000 requests in total for ART refills, opioid opioid agonist therapy (OAT), emergency healthcare, and social services.



Resource website — **HelpNow HUB** online platform HelpNow.aph.org.ua with comprehensive information on a wide range of topics for PLHIV and KPs in a (growing) number of “destination” countries that are constantly updated and actualized.



Two virtual hubs in Poland (**HelpNow PL Hub**) and Germany (**HelpNow DE Hub**). Ukrainian speaking info line with a wide range of aspects such as directing to the existing in-country medical services as well as providing psycho-social support.



Supported registration of **HelpNow Poland**, ensuring **sustainable regional support, supported the BaltHUB transformation and operations:**



*HelpNow Poland transitioned into a **registered community-led organization**, continuing to provide assistance to refugees.*



*BaltHUB, coordinated by Estonian partners, became a **regional actor supporting Ukrainian refugees in Nordic and Baltic states.***



Provided **15,332 online medical consultations** via the **HelpNow Clinical HUB for refugees in 2022-2023**, assisting refugees in accessing **specialized HIV care**. **31 weekly Clinical Hub** meetings conducted in 2022, supporting the medical case discussions and professional knowledge exchange.



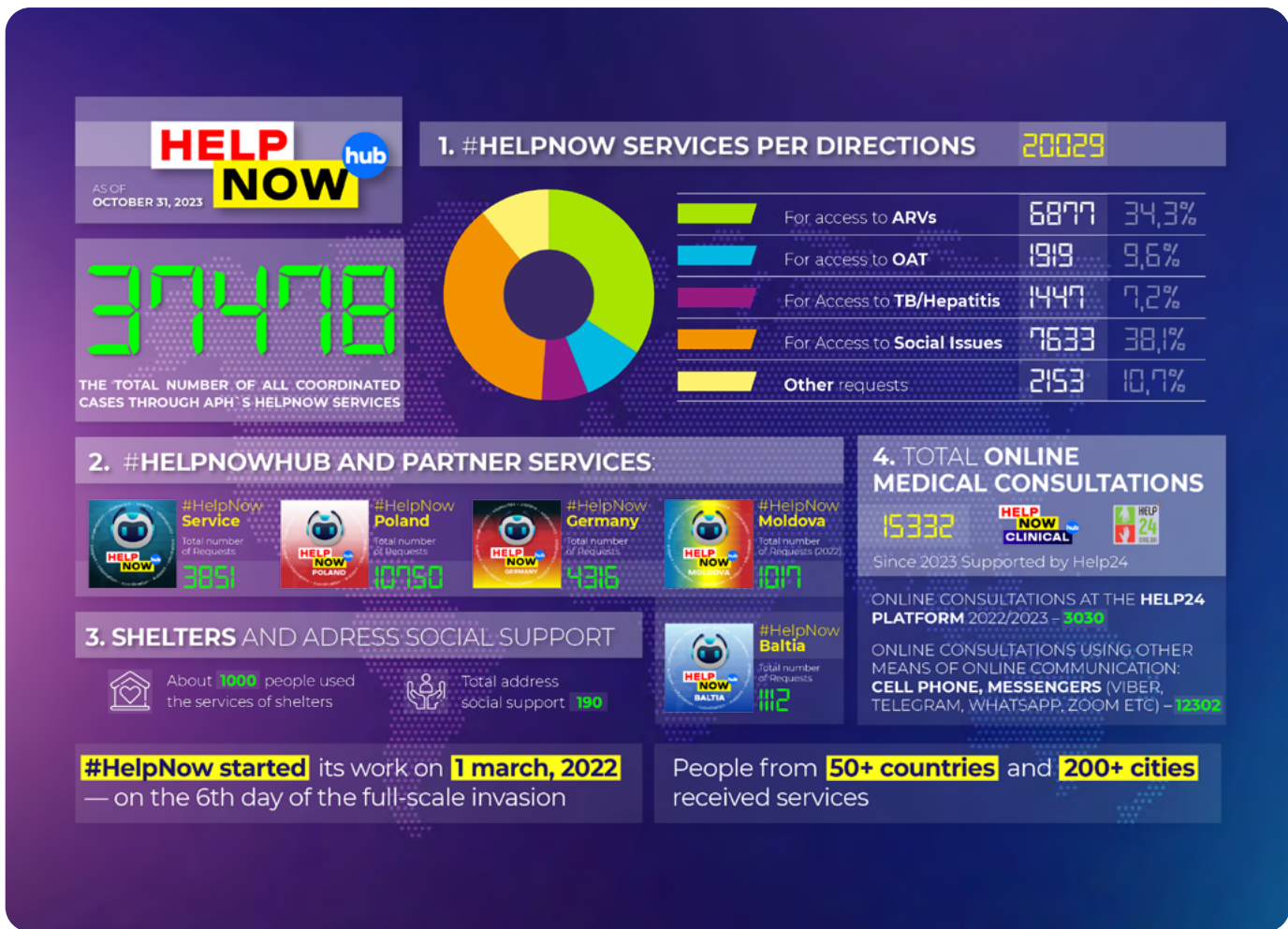
Integrated **telemedicine referrals** through **Help24**, allowing displaced individuals to receive **remote consultations and medical coordination.**



Engaged **community-based peer navigators** in Poland, Germany, and Moldova, other countries, to **ensure culturally competent and locally adapted support.**



Developed and maintained an **interactive online platform**, providing **health-care roadmaps, legal information, and patient testimonials** to aid refugees in navigating host country health systems.



Impact & Strategic Significance:

The **HelpNow HUB** was one of the largest coordinated emergency healthcare responses for displaced Ukrainians in the HIV sector. The initiative not only provided information and direct medical and social support but also created and supported long-term community-led solutions, ensuring sustainability beyond the initial project

period. By transitioning services to community-based organizations in Poland and the Baltic region, HelpNow HUB has set a precedent for sustainable humanitarian response models that bridge healthcare gaps for displaced populations.



More info:



atac.org.ua



helpnow.aph.org.ua

3. HELP24 TELEHEALTH – ONLINE CLINIC (2023–2024)

**Period:**

September 2023 – December 2024

**Donors:**

Alliance for Public Health, through the Frontline AIDS and Gilead Sciences supported project.

**Partner:**

Public Health Center of MoH of Ukraine

Overview

The **Help24 TeleHealth – Online Clinic** was launched as an innovative telemedicine platform to ensure uninterrupted access to high-quality healthcare services for key populations (KPs) and people living with HIV (PLHIV) in Ukraine. The ongoing war, mass displacement, and healthcare infrastructure disruptions created significant barriers to accessing medical care, necessitating an urgent expansion of digital health solutions.

In **2023–2024**, Alliance for Public Health and Alliance Consultancy re-launched the existing **Help24 Portal** into the fully developed **Help24 TeleHealth platform**, introducing a comprehensive **online clinic – Help24 TeleHealth (h24.org.ua)** as one of the directions-services. The platform was designed to deliver digital healthcare services remotely, ensuring that displaced individuals, refugees, and those facing geographical and financial barriers could receive timely medical care.

The **Help24 Online Clinic** evolved into a full-service telemedicine ecosystem, integrating video consultations, mental health screenings, laboratory diagnostics, and medication delivery services. The project strengthened hybrid healthcare models, allowing for both digital and in-person consultations in key locations.



Key Objectives:



Expand **Help24 TeleHealth** into a fully operational online clinic, providing virtual consultations, medical prescriptions, and follow-up care for PLHIV and KPs.



Ensure **continuity of HIV care, ART prescriptions, PrEP access, mental health support, and STI treatment** through telemedicine.



Strengthen **telemedicine integration with Ukraine's national healthcare system, enhancing long-term digital healthcare accessibility.**



Establish **three regional telemedicine hubs to support hybrid healthcare service models** and improve digital health infrastructure.



Reach **5,000 clients, providing critical healthcare interventions** through online and in-person services.

ЗДОРОВ'Я БЕЗ МЕЖ З HELP 24 TELEHEALTH!

- Консультації з лікарями онлайн – швидко та просто.
- Підтримка для людей, які живуть з ВІЛ, та ключових груп.
- Інноваційний підхід до вашого здоров'я – медичні послуги доступні там, де ви є.
- Безпека та конфіденційність вашої персональної інформації.

ВАША ОНЛАЙН КЛІНІКА HELP 24 TELEHEALTH

Доступна медична допомога, у потрібному місці, в потрібний час!

- Отримуйте медичні консультації онлайн: швидко та ефективно.
- Профілактичні послуги та лабораторні тести.
- Підходи, що базуються на сучасних наукових даних.
- Підтримка для осіб, які живуть з ВІЛ, та ключових груп.
- Конфіденційність та безпека ваших даних.

Приєднуйтеся до нас сьогодні та відкрийте нові можливості для вашого здоров'я!
H24.org.ua

Ваш партнер у сфері телемедицини HELP 24 TELEHEALTH

Повноцінна медична підтримка онлайн: Ваше здоров'я у надійних руках!

Ви можете отримати:

- Віртуальні візиту до лікаря
- Дистанційні направлення на лабораторні тести
- Моніторинг лікування
- Профілактичні послуги щодо ВІЛ та ІПСШ
- Допомога у покращенні психічного здоров'я

Долучайтеся до Help 24: та візьміть під контроль своє здоров'я!
H24.org.ua

Ваш партнер у сфері телемедицини HELP 24 TELEHEALTH

Якісна медична допомога, доступна кожному!

Відкрийте для себе переваги Help 24 TeleHealth:

- Швидке онлайн з'ясування з лікарями.
- Комплексний підхід до профілактики та лікування.
- Спеціалізовані послуги для ВІЛ-позитивних людей та інших вразливих груп.
- Модернізація охорони здоров'я через цифровізацію.

Чому обирати Help 24 TeleHealth?

- Доступність:** Отримуйте медичну допомогу, де б ви не були.
- Професіоналізм:** Кваліфіковані лікарі та новітні методи лікування.
- Конфіденційність:** Ваші дані у безпеці з нами.
- Підтримка:** повна підтримка на кожному кроці вашого лікування.

Долучайтеся до нас зараз і переконайтесь у перевагах Help 24 TeleHealth!
H24.org.ua

Долучайтеся до Help 24 TeleHealth та візьміть під контроль своє здоров'я!
H24.org.ua

Implementation & **Achievements:**

✓ **Development and Expansion of the Online Clinic:**

- ✓ A fully functional **telemedicine platform and mobile app** was established, offering **video consultations, virtual medical support, and digital healthcare solutions.**
- ✓ Integrated **mental health screenings (PHQ-2, PHQ-9), laboratory test referrals, medication delivery, and remote treatment plans.**

✓ **Service Delivery and Outreach:**

- ✓ **5,001 unique client-services provided, including:**
 - **949 unique laboratory test referrals.**
 - **1,405 unique verified patients registered in the Online Clinic.**
 - **2,647 unique individuals received ART medication deliveries.**
- ✓ Expanded into **three telemedicine hubs in Kyiv, Dnipro, and Khmelnytskyi, fully equipped with state-of-the-art IT infrastructure and staffed by certified medical professionals.**
- ✓ Supported the **renovation and establishment of physical telemedicine cabinets** within healthcare facilities.

✓ **Capacity-Building and Training:**

- ✓ Provided **technical training, certification workshops, and practical skill-building programs** for **doctors, healthcare professionals, and social workers.**
- ✓ Conducted **regular peer-to-peer knowledge exchange sessions, ensuring that healthcare providers were equipped to manage digital healthcare solutions effectively.**

✓ **Mental Health and Psychological Support:**

- ✓ Conducted **over 1,300 mental health screenings, referring individuals for virtual consultations with licensed mental health professionals.**
- ✓ Integrated **psychological support mechanisms into the telehealth platform, ensuring holistic care for PLHIV and key populations.**

✓ **Advancements in Digital Healthcare & Laboratory Diagnostics:**

- ✓ Successfully piloted a **fully remote HIV PrEP prescription and follow-up model, allowing clients to access PrEP without physical visits, a crucial intervention for war-affected regions.**
- ✓ Partnered with **the Public Health Center of Ukraine, NGOs, and logistics providers to optimize medication distribution, digital healthcare coordination, and medical referrals.**
- ✓ Developed **secure data encryption protocols, ensuring confidentiality and privacy protection** for online consultations and digital health records.
- ✓ Introduced **specialized laboratory test referral packages, ensuring accessibility to essential health diagnostics, including:**
 - **Comprehensive STI and HIV monitoring tests.**
 - **Specialized trans-specific laboratory test packs, with 11 unique lab test referrals for transgender persons.**



Impact & Strategic Significance:

The **Help24 TeleHealth Online Clinic** represents a major step forward in Ukraine’s digital healthcare evolution, providing accessible, inclusive, and stigma-free medical services for key populations and PLHIV from Ukraine. The project has:

- Redefined healthcare accessibility, ensuring that individuals in war affected zones, displaced, remote areas, and rural areas can still receive life-saving medical support.
- Prepared the integration of digital health solutions into Ukraine’s national healthcare system (not possible fully due to war), contributing to the institutionalization of telemedicine as a long-term healthcare model.
- Bridged the gap between digital and in-person healthcare, offering hybrid solutions that enhance patient-centered care and healthcare resilience.

Following these achievements, a new project was launched in 2025 to sustain and expand the Online Clinic and Clinic Hub, ensuring continued innovation and long-term impact in digital healthcare solutions.



More info:



h24.org.ua



help24.org.ua

4. CLM – COMMUNITY-LED MONITORING (2021–2024)



**Compendium
of CLM Resources
and Tools**



Period:

May 2021 – December 2024



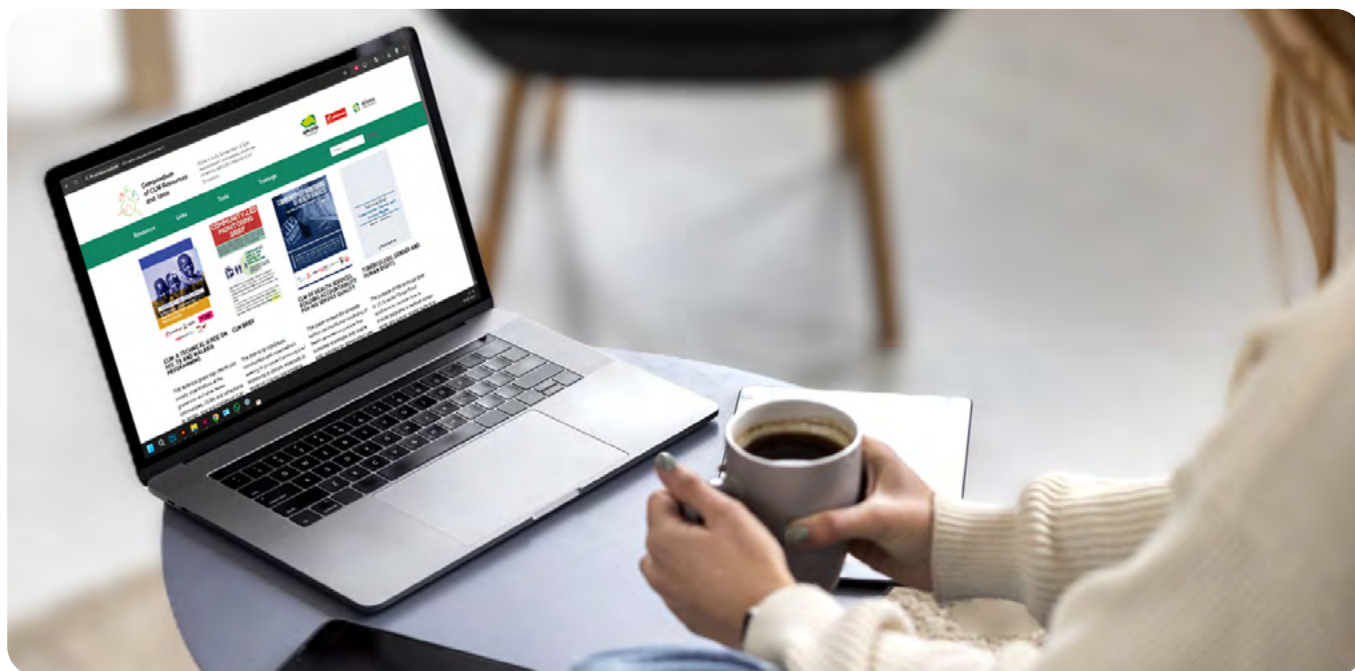
Donor:

The Global Fund



Partners:

Eastern Africa National Networks of AIDS and Health Service Organizations (EANNASO), Asia/Pacific Council of AIDS Service Organizations (APCASO), Alliance Technical Assistance Centre (ATAC)



Overview

Community-Led Monitoring (CLM) is an evidence-based approach that empowers communities to assess the accessibility, quality, and effectiveness of healthcare services. This project, led by APCASO and implemented by ATAC, strengthened civil society engagement in health system accountability, data-driven advocacy, and service monitoring in multiple countries.

Through capacity-building, technical assistance, and the development of standardized tools, the initiative equipped community organizations, key population networks, and civil society groups with the knowledge and resources needed to track health services, document challenges, and advocate for policy improvements.

Key Objectives:



Develop **structured CLM methodologies and tools** to enhance **data collection and health policy engagement**



Strengthen **civil society's ability to monitor** and advocate for improved **HIV service delivery**.



Provide **technical assistance (TA)** to national organizations for the effective implementation of **community-led monitoring**.

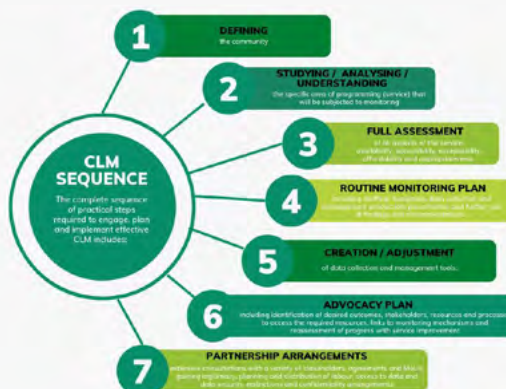


Consolidate CLM **data into actionable recommendations**, influencing **national and regional health policies**.

Key CLM Processes



Understanding key CLM processes is helpful for CLM planning and preparing the required resources and for effective implementation and utilization of collected data for advocacy.



Implementation & Achievements:



Development of CLM Tools & Resources:

ATAC played a critical role in **designing and publishing standardized CLM methodologies**, ensuring that **CSOs and communities could monitor health service effectiveness**. Key training modules and guides developed included:

- **Fundamentals of CLM Training Module** (ENG, SP, FR)
- **Partner Engagement, Communication, and Advocacy Guide** (ENG, SP, FR, RU)
- **Human Rights and HIV Training Module** (ENG, SP, FR, RU)
- **CLM of Human Rights Training Module** (ENG, SP, FR, RU)
- **Gender Training Module** (ENG, SP, FR, RU)
- **Community-Led Monitoring of HIV and Harm Reduction Services for People Who Use Drugs**
- **A Guide to CLM Data Collection Methods**

These resources provided **comprehensive guidance on monitoring methodologies, human rights advocacy, and data-driven health system improvements**.



Technical Assistance (TA) & Country-Level Support:

ATAC provided direct technical assistance to national partners, enhancing their ability to implement community-led monitoring approaches. Key interventions included:

- **TA support to the Philippines and Bangladesh, strengthening community-based monitoring structures.**
- **Technical assistance for Moldova, equipping civil society groups with data collection and policy advocacy tools.**
- **Development of a centralized CLM digital resource hub, ensuring easy access to monitoring toolkits and best practices.**



Digital Learning Platform & Knowledge Sharing:

To **expand accessibility**, ATAC launched a **dedicated CLM resource hub**, consolidating **training materials, advocacy guides, and data collection methodologies** into a single digital platform.

Webpage: [CLM Resource Hub](http://clm.atac.org.ua/tools/) - <http://clm.atac.org.ua/tools/>

Publication of ATAC CLM tools developed within the program on the ITPC CLM Library (part of ITPC CLM Hub) - <https://library.clmhub.org>



Impact & Strategic Significance:

The Community-Led Monitoring initiative (2021–2024) had a significant impact in ensuring greater transparency, accountability, and community-driven improvements in HIV services.

- Empowered civil society organizations (CSOs) and community networks to engage in independent monitoring and advocacy.
- Strengthened service accountability mechanisms, identifying and addressing gaps in HIV prevention, treatment, and care.
- Enabled data-driven advocacy, ensuring that health systems responded to community-reported challenges.
- Expanded technical assistance (TA) across multiple regions, building sustainable community-led monitoring frameworks.

The CLM model developed under this initiative has provided a scalable, adaptable approach for integrating community feedback into health systems, ensuring responsive, patient-centered healthcare policies.



More **info:**



atac.org.ua/community-led-monitoring-clm/

5. TECHNICAL ASSISTANCE (2022–2024)



**Joint reporting for:
3 projects of Technical Assistance
in Serbia, Ukraine, Kyrgyzstan.**



Implementation Period:
2022 – 2024



Donor:
The Global Fund

Overview

Between 2022 and 2024, Alliance Consultancy provided strategic technical assistance (TA) and capacity-building support to strengthen the role of civil society organizations (CSOs), improve healthcare program design, and enhance the effectiveness of national HIV and TB responses. Through tailored interventions in Serbia, Ukraine, and Kyrgyzstan, these projects supported CSOs, key population networks, and healthcare institutions to become more effective in program implementation, advocacy, and engagement with international funding mechanisms.

While each initiative was adapted to local contexts and needs, the core objective remained consistent—ensuring that civil society voices were meaningfully included in health policy development, funding decisions, and service delivery.



Project: **Technical Assistance for Serbia**



Implementation Period:

Q4 2022 – Q1 2023

Objective:

Strengthen civil society's capacity to engage in HIV and TB prevention programs and Global Fund-related processes.

Key Achievements:

- Conducted a **comprehensive assessment** of 12 CSOs working in **HIV and TB prevention**, with a detailed **capacity rating** for nine organizations.
- Identified **gaps and opportunities** in programmatic, administrative, and financial management capacities.
- Developed **recommendations** for **CSO participation** in national HIV and TB responses, focusing on sustainability and funding strategies.
- Provided **capacity-building sessions** on advocacy, project management, and engagement with the Global Fund's funding model.
- Outlined a **national strategy** for improving CSO involvement in HIV prevention efforts, particularly for key populations (KPs).

Impact:

The project played a crucial role in **enhancing the visibility and participation of CSOs** in Serbia's national HIV/TB response. By strengthening advocacy efforts and technical capacities, it positioned **civil society as a key partner** in future public health strategies and funding negotiations.

Project: **Technical Assistance for Ukraine**



Implementation Period:

Late 2022 – Early 2023

Objective:

Support People Who Use Drugs (PWUD) networks in Ukraine to participate in Global Fund GC7 planning processes and national HIV/TB program development.

Key Achievements:

- Facilitated consultations with regional representatives from **13 oblasts**, ensuring PWUD community priorities were reflected in **Ukraine's Global Fund grant request (GC7)**.
- Organized and supported **PWUD representation** in national expert working groups and decision-making processes.
- Conducted **capacity-building** for PWUD community leaders on advocacy, leadership, and program coordination.
- Provided **technical guidance** for **situational analysis** and recommendations on **rights-based interventions**, including decriminalization efforts and harm reduction improvements.
- Strengthened **collaboration between PWUD organizations and Global Fund mechanisms**, enhancing the credibility and effectiveness of community-led monitoring (CLM).

Impact:

This project **ensured that the needs and priorities of PWUD communities were directly reflected in national HIV funding proposals**, empowering community networks to play an **active role in shaping Ukraine's response** to HIV and TB.

Project: **Technical Assistance for Kyrgyzstan**

Implementation Period:

April – May 2024

Objective:

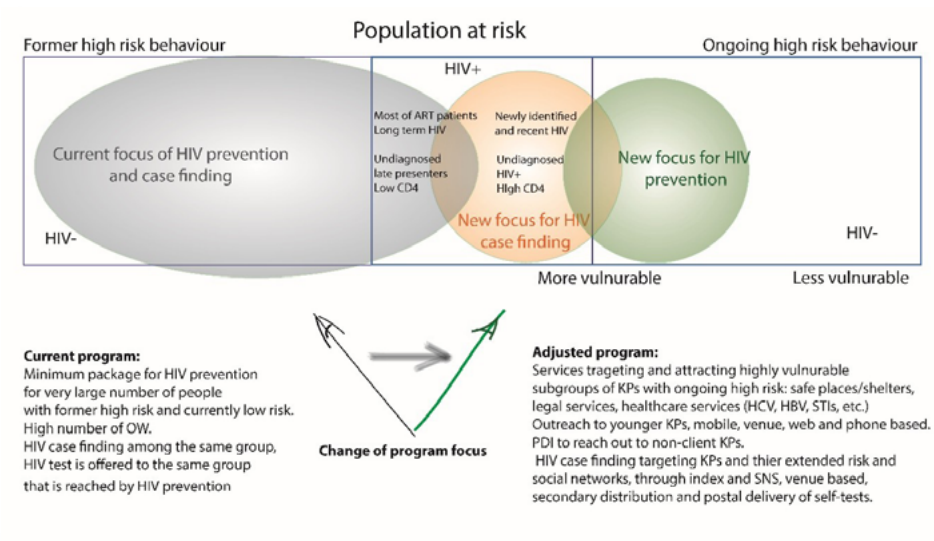
Assess and improve **HIV prevention and testing strategies** for key populations (KPs), including men who have sex with men (MSM) and people who inject drugs (PWID).

Key Achievements:

- Conducted a **comprehensive evaluation** of HIV prevention services, focusing on **service coverage, outreach strategies, and detection rates**.
- Recommended a **shift from broad coverage to targeted outreach**, prioritizing **high-risk groups** rather than traditional KP classifications.
- Introduced **peer-driven interventions and digital outreach strategies**, particularly for engaging youth and **people using new psychoactive substances (NPS)**.
- Suggested **optimizing HIV testing strategies**, including the introduction of **index testing, social network approaches (SNA), and differentiated service models**.
- Developed **policy recommendations** to improve **legal protection, program funding, and long-term sustainability of harm reduction services**.

Impact:

The assessment provided **critical data and strategic recommendations** that will help Kyrgyzstan **optimize HIV prevention efforts** and improve funding allocation, ensuring more effective **community-led and harm reduction-based approaches**.





Overall Impact of Technical Assistance (2022–2024)

- Strengthened the technical capacity of CSOs, key population networks, and community-led organizations in Serbia, Ukraine, and Kyrgyzstan.
- Developed policy and programmatic recommendations that improved national HIV and TB prevention frameworks.
- Facilitated meaningful engagement of civil society in funding decisions, advocacy, and program design, ensuring sustainable, evidence-based public health responses.

Through these three distinct yet interconnected initiatives, **Alliance Consultancy** demonstrated the power of tailored technical assistance to enhance community leadership, policy influence, and program sustainability across different public health contexts.

6. RESEARCH & CONSULTING (2022–2024)



**Joint reporting for:
2 projects implemented.**



**Implementation Period:
2022 – 2024**



Donors:
European Monitoring Centre for
Drugs and Drug Addiction (EMCDDA),
KPMG Bulgaria EOOD

Overview

Alliance Consultancy has played a key role in evidence-based policy development by conducting in-depth research, evaluations, and strategic consulting on drug use trends, harm reduction approaches, and healthcare system improvements. By leveraging scientific methodologies and programmatic assessments, our research initiatives have provided valuable insights for governments, international agencies, and civil society organizations to enhance service delivery, inform national policies, and strengthen program effectiveness.

Through these initiatives, we contributed to data-driven decision-making in public health by mapping emerging drug use trends, assessing the efficiency of harm reduction programs, and identifying gaps in healthcare access for key populations. The research findings have been instrumental in shaping policy recommendations and supporting evidence-based programmatic interventions at national and regional levels.



Project: **European Drug Report Survey 2024 (EMCDDA)**

Overview:

The European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) conducted the **European Web Survey on Drugs (EWSD) 2024**, assessing drug consumption patterns, harm reduction needs, and emerging drug trends across Europe. Alliance Consultancy coordinated Ukraine's participation in this initiative, ensuring that Ukraine-specific data was collected, analyzed, and contributed to regional and European-level policy discussions.

Key Objectives:



Assess **drug use patterns**, focusing on **opioids, cannabinoids, and polysubstance use**.



Evaluate the impact of **new psychoactive substances (NPS)** on at-risk populations.



Assess **drug use patterns**, focusing on **opioids, cannabinoids, and polysubstance use**.

Implementation & Achievements:

- Conducted nationwide research involving **1,149 respondents**, exceeding the planned **900 participants**.
- Identified trends in drug acquisition methods, including shifts in online drug markets.
- Provided policy recommendations based on findings to enhance harm reduction strategies in Ukraine.
- Contributed Ukrainian data to global and European drug policy discussions, ensuring national drug-related challenges are reflected in regional policy frameworks.
- Developed a fact sheet on Ukraine's drug use patterns, focusing on opioid consumption trends and harm reduction needs.





Strategic Significance:

This research strengthened Ukraine’s engagement with European drug monitoring mechanisms and informed global strategies on harm reduction. The findings provided critical evidence for the expansion of harm reduction services, treatment accessibility, and policy improvements in Ukraine and Eastern Europe.

More info:



[European Drug Report 2024: Trends and Developments](#)

Project: **Programmatic Review of HIV Prevention Services for PWIDs and MSM** (KPMG Bulgaria EOOD)



Overview:

This research project assessed the efficiency, coverage, and sustainability of HIV prevention services for people who inject drugs (PWIDs) and men who have sex with men (MSM) in Belarus. Conducted in collaboration with KPMG Bulgaria EOOD, the study focused on programmatic effectiveness, service accessibility, and alignment with international best practices.

Key Objectives:



Evaluate the effectiveness of **harm reduction and HIV testing programs** for PWIDs and MSM.



Identify **gaps in service delivery, funding sustainability, and access to healthcare.**



Strengthen **HIV prevention strategies** and propose **policy recommendations** for program improvements.

Implementation & Achievements:

- Conducted a comprehensive programmatic review of HIV services available to key populations.
- Identified **service gaps and challenges** affecting **PWIDs and MSM**, including **legal barriers, funding shortages, and stigma-related healthcare access restrictions**.
- Provided **recommendations for improving HIV prevention services**, including:
 - **Expanding harm reduction programs** for PWIDs, particularly in underserved regions.
 - **Enhancing outreach efforts** to MSM communities to improve service accessibility.
 - **Strengthening linkages between harm reduction services and HIV care**.
 - **Developing financial sustainability models** for long-term HIV prevention efforts.
- Conducted **policy dialogues with key stakeholders**, presenting evidence-based solutions for improving national HIV prevention strategies.

Strategic Significance:

This research provided **valuable insights** for **strengthening HIV prevention efforts in Belarus**, highlighting the **urgent need for policy adaptations and funding reallocations** to ensure sustainable harm reduction services. The study's findings were used to **inform decision-makers and civil society organizations**, fostering **stronger multi-sectoral collaboration** in the region.

Impact & Strategic Significance:

The Research & Consulting initiatives undertaken between 2022 and 2024 have significantly contributed to regional drug policy reform, harm reduction program efficiency, and HIV prevention advancements. The studies have:

- Informed national and European drug policy discussions, ensuring that Ukraine's drug-related challenges are reflected in regional and global strategies.
- Provided critical evidence for the expansion of harm reduction programs and policy improvements in Belarus and Ukraine.
- Strengthened civil society engagement in drug policy discussions, fostering better collaboration between governments, donors, and healthcare providers.
- Developed strategic recommendations for improving access to HIV prevention services for PWIDs and MSM in Eastern Europe.

By producing high-quality research and conducting programmatic reviews, Alliance Consultancy has reinforced its role as a trusted technical partner in public health research and policy analysis.

ONGOING PROJECTS IN 2025

TECHNICAL ASSISTANCE (2024 – ONGOING)



Implementation

Period:

November 2024 – Ongoing

Donor:

The Global Fund

Overview

Technical Assistance in Kyrgyzstan project focuses on HIV prevention redesign and transition planning, ensuring that national health stakeholders have the necessary tools and frameworks to improve service delivery and sustainability. By integrating evidence-based approaches, the project strengthens HIV prevention models, ensuring efficient and effective healthcare interventions.

Key Objectives:



Support the Kyrgyzstan government in **redesigning HIV prevention services** to improve efficiency.



Enhance the **transition preparedness** of HIV prevention programs to sustain services beyond donor support.



Strengthen collaboration between **civil society, healthcare providers, and national health authorities.**

HELP24 TELEHEALTH EXPANSION (2024 – ONGOING)



Implementation

Period:

December 2024 – Ongoing



Donors:

Alliance for Public Health, as Principal Recipient of the Global Fund

Overview

Building upon the successes of Help24 TeleHealth, this ongoing initiative is expanding digital medical services and integrating telemedicine into Ukraine's national healthcare system. The project focuses on enhancing telehealth infrastructure, expanding outreach, and improving professional development for healthcare workers.



Key **Objectives:**



Strengthen digital healthcare services, ensuring access to medical care for PLHIV and key populations.



Expand telemedicine hubs and training programs for healthcare professionals to enhance telehealth adoption.



Improve integration of telemedicine services within Ukraine's national healthcare framework to ensure sustainability and scalability.

Impact & Future Directions:

By scaling telehealth services and digital infrastructure, the project aims to create a sustainable, patient-centered healthcare model, ensuring continuity of care for vulnerable populations and those affected by the ongoing crisis.

More **info:**



<https://h24.org.ua>



KEY ACHIEVEMENTS AND CUMULATIVE IMPACT (2022–2024)

Most of the projects undertaken by **Alliance Consultancy** were implemented in partnership and close collaboration with the **Alliance for Public Health (APH)** — our key institutional partner and founder organisation organization. This collaboration was instrumental in scaling up emergency response efforts, expanding digital healthcare solutions, and strengthening national and regional health systems.

Between 2022 and 2024, **Alliance Consultancy** successfully implemented **11 projects**, and **2 ongoing into 2025**, reinforcing our commitment to public health innovation, crisis response, and sustainable healthcare solutions. Our initiatives spanned multiple countries and regions, ensuring that vulnerable communities, including key populations (KPs), people living with HIV (PLHIV), and conflict-affected populations, had continuous access to essential healthcare services.

CORE ACHIEVEMENTS (2022 – 2024)

✓ Emergency Response & Crisis Support

- ✓ *Implemented **3 large-scale emergency response projects**, ensuring **uninterrupted healthcare access** for displaced Ukrainians, key populations, and people living with HIV.*
- ✓ ***HelpNow HUB** addressed more than **35,000 service requests**, including ART continuity, opioid agonist therapy (OAT), psychosocial support, emergency healthcare referrals, and navigation services.*
- ✓ *Supported displaced populations across **50+ countries and 200+ cities**, helping them integrate into local healthcare systems and ensuring long-term treatment adherence.*

✓ Telemedicine & Digital Health Expansion

- ✓ *Conducted over **20,000 teleconsultations** and online medical consultations through **Help24** and **HelpNow Clinical HUB**, significantly increasing access to remote medical care and specialist consultations.*
- ✓ *Established **three telemedicine hubs** in **Kyiv, Dnipro, and Khmelnytskyi**, equipped with advanced digital health infrastructure, integrating **virtual and in-person consultations** to create a hybrid model of healthcare delivery.*
- ✓ *Expanded **telehealth solutions** by partnering with the **Public Health Center of Ukraine (PHC)**, **APH**, and **international health organizations**, ensuring **policy alignment and sustainability**.*
- ✓ *Developed a **specialized telehealth service package**, including **HIV PrEP, mental health support, ART adherence monitoring, and laboratory test referrals**, addressing the specific needs of key populations and refugees.*



Regional & International Engagement

- ✓ Strengthened **national and regional health systems** through **technical assistance projects in Serbia, Ukraine, and Kyrgyzstan**, enhancing service delivery, policy frameworks, and civil society engagement.
- ✓ Expanded **strategic partnerships** with **national governments, healthcare institutions, and global health agencies**, enabling broader policy influence and improved service accessibility.
- ✓ Directly engaged with **over 10 countries** in **technical cooperation, health system capacity-building, and research collaborations**, furthering sustainable healthcare reforms.



Community-Led Monitoring (CLM) & Technical Assistance

- ✓ Developed and distributed **over 150 technical resources, best-practice guidelines, and training materials** under **Community-Led Monitoring (CLM), HelpNow, and Help24 projects** to empower health professionals and civil society organizations.
- ✓ Delivered **specialized training programs** for **healthcare providers, NGOs, and policymakers**, improving knowledge-sharing and the integration of digital health tools into national health systems.
- ✓ Provided **technical support to national CLM initiatives**, ensuring effective **community-led data collection, monitoring, and advocacy strategies**.
- ✓ Strengthened partnerships with **CLM regional and global networks**, particularly through **Eastern Africa National Networks of AIDS and Health Service Organizations (EANNASO) and APCASO Foundation**, ensuring **sustained community-led health monitoring efforts** across diverse regions.



Research & Data-Driven Health Interventions

- ✓ Conducted **comprehensive research on drug use patterns, harm reduction strategies, and health system effectiveness**, in partnership with **EMCDDA and KPMG Bulgaria**.
- ✓ Strengthened **policy impact through scientific research and programmatic reviews**, contributing **data-driven insights** to inform **national and regional healthcare policies**.
- ✓ Developed **community-based health monitoring frameworks**, ensuring that **marginalized and high-risk populations** have a voice in shaping **HIV, TB, and harm reduction policies**.



STRATEGIC & LONG-TERM IMPACT



Institutionalizing Telehealth & Crisis Response

- Successfully established **a scalable, sustainable model for telehealth and crisis intervention**, leading to the **continued expansion of Help24 TeleHealth Online Clinic into 2025**.
- Introduced **long-term telemedicine service integration strategies**, setting the stage for **nationwide adoption of digital healthcare in Ukraine**.



Strengthening National Health Policies & Systems

- Provided **policy expertise and technical support to government agencies, the Public Health Center of Ukraine, and civil society organizations**, strengthening **healthcare resilience and crisis preparedness**.
- Laid the foundation for the **integration of digital healthcare solutions into national health frameworks**, advancing **telemedicine legislation and institutional reforms**.



Expanding Regional & International Partnerships

- Deepened partnerships with **The Global Fund, Gilead Sciences, Aidsfonds, Frontline AIDS, WHO, UNAIDS, APH, EANNASO, APCASO Foundation, and regional public health agencies**, ensuring **continued funding, technical collaboration, and policy engagement**.
- Fostered **cross-border collaboration with regional healthcare providers, CSOs, and community networks**, supporting **migrant and displaced populations across multiple countries**.

Between 2022 and 2024, **Alliance Consultancy** has demonstrated innovation, adaptability, and leadership in global public health, achieving transformative impact through emergency response, digital health expansion, research, and technical assistance. By integrating telemedicine, health system strengthening, and community-led approaches, we have not only responded effectively to the healthcare crisis caused by war and displacement but have also laid the groundwork for long-term, sustainable healthcare improvements.

As we move into 2025 and beyond, our focus remains on expanding telehealth solutions, enhancing national healthcare integration, and strengthening partnerships to further drive systemic health improvements and ensure equitable healthcare access for all.

PARTNERS AND DONORS (2022–2024)

Alliance Consultancy has established strong collaborations with global donors, regional health organizations, civil society networks, and technical partners to drive impactful public health initiatives. These partnerships have been instrumental in scaling up emergency healthcare interventions, expanding telemedicine solutions, and strengthening healthcare systems in crisis-affected and underserved regions.

Major Funding Partners:



The Global Fund to Fight
AIDS, Tuberculosis and Malaria



Alliance for Public Health
(APH)



Gilead Sciences



Eastern Africa National
Networks of AIDS and
Health Service Organizations
(EANNASO) & Asia/Pacific



European Union Drugs
Agency (EMCDA)



Council of AIDS Service
Organizations (APCASO)



Aidsfonds

Regional & Technical Partners:



SoS_project 2.0 - The regional project “SUSTAINABILITY of SERVICES for key populations in EECA region”



HelpNow Poland – Community-led organization supporting Ukrainian refugees in Poland.



BaltHUB – Coordinated by Estonian HIV network, providing healthcare navigation for Ukrainian refugees in Nordic and Baltic states.



Public Health Center of Ukraine (PHC) – National collaboration on healthcare digitalization and service integration.



European AIDS Treatment Group (EATG) – European network for HIV treatment access and advocacy.



Eurasian Harm Reduction Association (EHRA) – Regional harm reduction policy and advocacy partner.



UNAIDS – Global collaboration for HIV/AIDS awareness and policy development.



REG - Regional Expert Group (REG) on Migration and Health in Eastern Europe and Central Asia (EECA)

And many others

Healthcare & Telemedicine Partners:



**Kyiv City
AIDS Center**
(Kyiv) – Help24
telemedicine hub
integration.



**Dnipro Regional
Center for AIDS
Prevention and
Control (Dnipro) –**
Development of digital
medical services.



**Khmelnytskyi
Regional Center for
AIDS Prevention and
Control (Khmelnytskyi)**
– Expansion of online
clinical services.

Civil Society & Advocacy Partnerships:



Positive Initiative – Community-based organization from Moldova, supported HelpNowMoldova in 2022.



FES – Foundation for Social Education, the largest HIV service provider and advocacy organization in Poland.



17th National LGBT Conference (Ukraine) – Engagement in LGBTQ+ health rights and advocacy.



KyivPride & WarsawPride – Health access advocacy and harm reduction initiatives for LGBTQ+ communities.



VirusOFF – Supporting HIV-related digital and emergency health initiatives.



EHPV (Estonian Network of People Living with HIV) – Regional HIV advocacy and refugee support.



Community-based organizations across more than 15 countries, working jointly on healthcare access, human rights, and refugee support initiatives.

Through these partnerships, Alliance Consultancy has successfully expanded access to healthcare, strengthened health system resilience, and improved the well-being of key populations (KPs) across multiple regions. Our collaborative approach ensures that the impact of our work is sustainable, scalable, and globally recognized.

CHALLENGES AND FUTURE PLANS (2022–2024 & BEYOND)

CHALLENGES



Crisis-Driven Disruptions:

The ongoing war in Ukraine has severely impacted healthcare infrastructure, disrupted service delivery, and increased barriers to accessing medical care for displaced populations, key populations (KPs), and people living with HIV (PLHIV). Emergency responses require continuous adaptation to shifting geopolitical and security conditions.



Sustainability of Telemedicine & Digital Health:

*While telemedicine has been a groundbreaking tool in healthcare delivery, **long-term sustainability remains a challenge**. Ensuring continued funding, regulatory support, and full integration of telehealth into national health systems is critical to maintaining digital health solutions beyond emergency response phases.*



Data Protection & Digital Literacy:

*The expansion of digital healthcare services raises concerns about **data security, patient confidentiality, and digital literacy** among vulnerable populations. Strengthening cybersecurity measures while enhancing digital health literacy among service users and providers remains an ongoing priority.*



Policy & Legal Barriers to Healthcare Access:

*In some regions, **legal and policy frameworks are not yet fully aligned with digital health innovations**. Advocacy efforts must continue to ensure telemedicine and harm reduction services are fully recognized and integrated into national healthcare policies.*



Regional Healthcare System Fragmentation:

*In some regions, **legal and policy frameworks are not yet fully aligned with digital health innovations**. Advocacy efforts must continue to ensure telemedicine and harm reduction services are fully recognized and integrated into national healthcare policies.*

FUTURE DIRECTIONS & STRATEGIC GOALS (2025 & BEYOND)

To address these challenges and ensure the sustainability and expansion of impactful healthcare interventions, **Alliance Consultancy** will focus on:



Scaling Up Help24 TeleHealth

- Expanding telemedicine solutions to additional underserved regions within Ukraine, Eastern Europe, and Central Asia.
- Strengthening integration with national healthcare systems and insurance models to institutionalize telemedicine services.
- Enhancing AI-driven diagnostics, digital prescription models, and mental health integration within telehealth platforms.



Institutionalizing Telemedicine in National Health Systems

- Supporting **regulatory and policy advocacy** to ensure the **full recognition of digital healthcare models** in Ukraine and partner countries.
- Establishing **long-term funding mechanisms** to sustain and expand telemedicine-based services.
- Strengthening **telehealth workforce capacity** through specialized training for medical professionals and community health workers.



Strengthening Community-Led Health Monitoring (CLM)

- Expanding **CLM models and data-driven advocacy** to empower key populations and improve healthcare service accountability.
- Supporting **civil society organizations in capacity-building** and policy engagement through CLM frameworks.



Expanding Regional Impact

- Strengthening **technical assistance and healthcare system support** in **Central Asia, Eastern Europe, and refugee-hosting countries**.
- Establishing **regional coordination mechanisms** for cross-border healthcare access and refugee support.

Through these strategic directions, **Alliance Consultancy** will continue to lead innovative healthcare solutions, expand digital health access, and advocate for sustainable, community-centered public health systems globally.

ACKNOWLEDGEMENTS AND THANKS

Alliance Consultancy extends its deepest gratitude to all partners, donors, and field teams who have played a vital role in the success of our programs from 2022 to 2024. The dedication, expertise, and resilience of healthcare providers, community advocates, policymakers, and technical experts have been instrumental in ensuring impactful and lasting change in healthcare access, emergency response, and digital health innovation.

We sincerely thank our donors and funding partners, including The Global Fund, Gilead Sciences, Aidsfonds, the European Union Drugs Agency (EMCDDA), Eastern Africa National Networks of AIDS and Health Service Organizations (EANNASO), and Asia/Pacific Council of AIDS Service Organizations (APCASO), SoS_project 2.0, and Alliance for Public Health, whose financial and strategic support has made it possible to implement critical health initiatives during unprecedented challenges.

A special acknowledgment goes to our collaborating organizations, technical partners, and civil society networks, including EATG, EHRA, REG, PHC of Ukraine, HelpNow Poland, BaltHUB, VirusOFF, Public Health Centers, healthcare facilities, and advocacy groups, whose commitment to community-led healthcare and humanitarian response has strengthened our collective impact.

We also extend our heartfelt appreciation to Alliance Consultancy's staff, consultants, project coordinators, field teams, and volunteers, whose dedication, professionalism, and relentless efforts have been the driving force behind our achievements. Your work in public health, emergency response, telemedicine, policy advocacy, and technical assistance has saved lives, empowered communities, and laid the foundation for a more resilient and inclusive healthcare system.

Finally, we thank the people and communities we serve—PLHIV, key populations, displaced individuals, and all those who have engaged with our services. Your trust in our work inspires us to continue striving for accessible, high-quality, and equitable healthcare solutions worldwide.

Together, we are making a difference.



CONCLUSION

Over the period of 2022–2024, Alliance Consultancy has reaffirmed its strategic leadership in public health, crisis response, telemedicine expansion, and policy advocacy. In the face of unprecedented challenges—including war-related healthcare disruptions, forced displacement, and evolving global health threats—we have remained steadfast in our mission to ensure continuity of care, expand digital health solutions, and strengthen community-led responses.

Through a comprehensive approach combining emergency intervention, technical assistance, and policy-driven advocacy, we have made tangible and lasting impacts in Ukraine, Eastern Europe, and beyond. Our pioneering telemedicine models, exemplified by Help24 TeleHealth and the HelpNow Clinical HUB, have redefined healthcare accessibility, while our Community-Led Monitoring (CLM) and research-driven initiatives have contributed to shaping more inclusive and evidence-based public health policies.

Most importantly, our work has laid the foundation for sustainable healthcare innovations that will continue to bridge gaps in service delivery, empower vulnerable communities, and strengthen regional health systems. As we move into the future, Alliance Consultancy remains committed to driving impactful change, fostering global collaborations, and ensuring that every individual—regardless of circumstances—has access to the healthcare they need and deserve.

Our journey continues, and our impact grows stronger!

Alliance Consultancy LLC,
2025
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