END HEP C SF 10TH ANNIVERSARY CELEBRATION

EVENT EVALUATION REPORT

2026





END HEP C SF

Report developed by:
FACENTE CONSULTING
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On Wednesday, May 27th, 2026, End Hep C SF held a celebration to mark its ten-year anniversary. Founded in 2016, End Hep C SF has had many accomplishments, with more work to do. The following report provides an overview of the anniversary celebration and its outcomes.

COMMUNITY NAVIGATOR EVENT



One of End Hep C SF's guiding principles is that people with lived experience of hepatitis C need to be part of every stage of planning and carrying out the work. The Community Navigator Program grew out of that belief. Launched in 2018 with partial funding from Gilead, it was built on a simple observation: End Hep C SF already knew many people with inspiring stories of being cured of HCV, and many of them wanted to help their friends and neighbors get tested and treated too. End Hep C SF started their anniversary by celebrating community navigators and the Community Navigator Program with an event from 3:00pm-4:30pm. During the event, the 14 attendees celebrated and reflected on the community's role in End Hep C SF and considered the future of the Community Navigator Program.

ANNIVERSARY DINNER



Following the Community Navigator event, End Hep C SF had an anniversary dinner from 5 to 6:30 pm at the SF LGBT Center, to celebrate all End Hep C SF has accomplished in the past decade. The event aimed to inspire community leaders to join in the quest to eliminate hepatitis C for good.

OPPORTUNITY TO CONNECT



Attendees had the opportunity to socialize and network with each other during both the community navigator event and the anniversary dinner. Many attendees commented on how important this moment of connection in community felt.

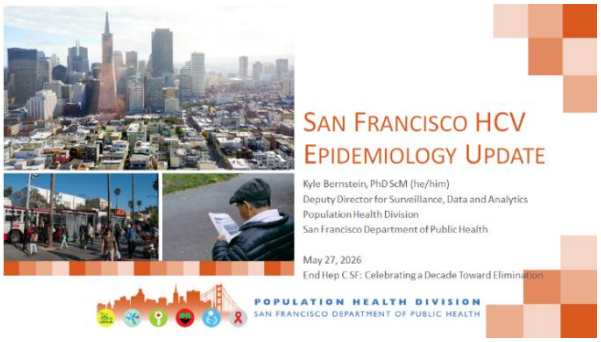
"It was so lovely to have so many EHCSFer's from past and present in one room and to reflect on what an extraordinary community this is and what has been accomplished. You all have made a real difference in the lives and health of so many people, and I know we all were energized and inspired by reflecting on the past 10 years to take on the challenges ahead."

- Annie Luetkemeyer, MD

SHARING SURVEILLANCE AND EPIDEMIOLOGY DATA



During the anniversary dinner, a presentation of San Francisco's hepatitis C surveillance and epidemiology data was provided by Kyle Bernstein, PhD, ScM, Deputy Director of Surveillance, Data, and Analytics at the San Francisco Department of Public Health. Dr. Bernstein shared that in 2024 there were 566 newly reported chronic HCV cases (67.7 per 100,000), disproportionately affecting men, people ages 35-44, and White and Black/African American San Franciscans, with the Tenderloin, South of Market, and Mission neighborhood being most affected. The presentation also covered HIV coinfection risk factors and a 51% cure/clearance rate among those initially infected, still short of the 58% national elimination target. Notably, the presentation highlighted a declining HCV-associated mortality rate that is on track to meet the national 25% reduction goal.



FOUNDER'S PANEL





Dinner participants also heard from co-founders Katie Burk, MPH, Annie Luetkemeyer, MD and Kelly Eagen, MD as they spoke about the initiative's origins. The panel was moderated by Shelley Facente, PhD, MPH, who has been part of the End Hep C SF backbone since its inception.

The founders discussed how End Hep C SF started, major milestones, and key learnings, as well as personal experiences before, during, and after the founding of End Hep C SF.

EVENT KEYNOTE

End Hep C SF's Strategic Director, Jordan Akerley, MPH, inspired diners about the exciting places the initiative is going from here. The keynote, titled *Community, Collaboration, and the Work Ahead*, focused on the six lessons learned over the past decade:



1. Partner with government, and push when necessary
2. Crowdsource and democratize data for shared decision-making
3. More is possible through sharing wisdom and experiences
4. Be willing to pivot when change is needed
5. Keep people with lived experience at the center of the work
6. Find your advocacy voice

Jordan ended the keynote with a call to action by giving three concrete ways in which attendees could support this work, including joining a workgroup, advocating for policies that strengthen the network of care, and integrating hepatitis C testing, linkage, and treatment into existing workflows.

PRESENTATION OF AWARDS



The End Hep C SF model is built on the idea that eliminating hepatitis C takes everyone working together including people with lived experience, community advocates, harm reduction workers, clinicians, epidemiologists, and more. This coalition approach to hepatitis C work in San Francisco traces back to 2008, well before direct-acting antivirals existed, when people with lived experience and advocates from CalHEP, Project Inform, City College, the A&PI Wellness Center, Drug Policy Alliance, and HCV advocates began meeting with then-Mayor Gavin Newsom's staff to push for a coordinated citywide response to HCV.

That pressure led Mayor Newsom to establish the Hepatitis C Task Force in 2009, tasking it with developing a comprehensive set of recommendations, which it released in 2010. A core group of dedicated members kept meeting and advocating even after the report came out, helping secure a Viral Hepatitis Coordinator position at SFDPH, among other wins. End Hep C SF owes its foundation to this early, forward-thinking group, and recognizes them below for their impactful advocacy:

- Robin Roth
- Shirley Barger
- Jim Banta
- Ray Goldstein
- Pauli Gray
- Carla Wilson
- Dan Berner
- Misha Cohen, OMD, L.Ac.
- Brad Hare, MD
- Laura Thomas, MPP, MPH
- Andrew Reynolds
- Ryan Clary
- Emalie Huriaux, MPH
- Todd Frederick, MD

TIMELINE ACTIVITY



Attendees were given the opportunity to include their own experiences into a predeveloped timeline of End Hep C SF and other important milestones in hepatitis C work in San Francisco.

You can view the timeline in the Appendix.

"First and foremost, congratulations on a SPECTACULAR event on Wednesday evening! I was moved to tears. I feel incredibly privileged to be a part of EHCSF." *– Rena Fox*



COMMUNITY NAVIGATOR EVENT EVALUATION RESULTS

Fourteen people attended the Community Navigator event: four current Community Navigators, seven Navigator alumni, one community member, and two attendees who identified their role as something else.

The session opened with a review of the Community Navigator Program's history and goals. Founded in 2018 with funding from Gilead, the program set out to: get people at risk for hepatitis C tested and treated; build skills and create platforms for people who have been cured of HCV to share their experiences; build community; and have fun.

"THANK YOU! What a lovely event and a brilliant job by all of you!!!! Thank you for allowing me to take part." – Pauli Gray

Attendees then participated in a World Café, an exercise designed to elicit feedback and input from an audience, with breakout conversations facilitated by Katie Burk, Savannah O'Neill, and Shelley Facente. Questions asked were:

How have conversations about, and awareness of HCV treatment shifted among people in your community members who may be at risk of acquiring HCV?

Participants agreed that education is still needed, sharing examples like pointing a neighbor living with HCV toward treatment, and naming testing access and nutrition as areas where community members could use more information.

Has access to services improved, gotten worse, or some combination of the two? In what ways?

How does access to HCV interventions in San Francisco look different than in other places you have lived or know about?

The consensus was that access has improved: treatment while actively using drugs, once refused, is now available, and incentives, expanded harm reduction services, and faster, better-tolerated treatment (moving from SVR12 to SVR4 confirmation) have all made a difference. Attendees also pointed to gains in interagency collaboration and outreach through SRO support groups, alongside concern that education, awareness, and marketing efforts (such as bus ads) have declined and that the funding environment feels increasingly uncertain. Compared to other places they had lived, attendees felt San Francisco's harm reduction, social-justice-driven approach and culture of open testing and acceptance stood apart from cities like Dallas and Philadelphia, where treatment access while using drugs remains far more limited, and from areas like Alabama, where community outreach is minimal.

What are you most proud of in terms of community leadership and our response to HCV?

Attendees expressed pride in the sheer number of people who have been cured, the growth in community knowledge and reduction in stigma around HCV, and how much easier and faster treatment has become. They also celebrated being paid for their expertise as people with lived experience, the distribution of naloxone throughout SROs in and around the Tenderloin, and a broader sense of community and reduced isolation that comes from being able to support friends and neighbors directly.

What supports have been or would be most helpful to prevent navigator burnout?

Suggestions to prevent burnout included better ways to reach clients who do not have phones, manageable caseloads, and more training in both HCV content and soft skills like motivational interviewing. Attendees also emphasized the value of community-building and celebration—bowling trips, casino nights, and Secret Santas were all mentioned—along with self-care supports such as massage, somatic therapy, and tai chi, larger stipends distributed over time, and continued opportunities to see the impact of their work and engage in advocacy.

What was your favorite part of the event? (Multiple selections allowed)	# selecting
Being able to share my ideas about how we should do work to eliminate HCV	6
Being in a positive and inclusive space	5
Learning more about EHCSF	4
Food and refreshments	4
Connecting with others	4
Atmosphere/vibe of the event	4
Celebrating achievements	3

Attendees also responded to the following question: "For future community navigator opportunities, what feels most exciting to you?" with the following possible responses:

1. Learning about/getting more in legislative advocacy (End the Epidemics Day of Action in Sacramento, storytelling for advocacy)
2. More overdose-related community outreach (working with SRO residents, surveys)
3. Being on a community advisory board that meets monthly
4. Participate/help lead HCV education groups
5. Something else (you define!)

Votes were relatively evenly split among the five options, indicating broad interest across legislative advocacy, overdose-related outreach, a monthly community advisory board, HCV education groups, and other self-defined opportunities.

Overall, attendees rated the event as **Excellent** with 13 responses; no other rating was selected.

ANNIVERSARY DINNER EVALUATION

Following the dinner, End Hep C SF distributed a post-event survey via Qualtrics; 36 people responded. The results point to a highly engaged, positive audience with strong interest in continued involvement.

WHO RESPONDED: Respondents represented a broad cross-section of the EHCSF community: 32% work for SFDPH, 25% used to attend EHCSF meetings or events (over 3 years ago), another 25% provide HCV-related services without regularly attending EHCSF meetings, 21% currently attend EHCSF workgroup meetings, 14% used to attend in the last 2–3 years, 11% are members of SF's HIV Getting to Zero Initiative, and 4% are community members living with or cured of hepatitis C. An additional 29% selected other, including Community Navigator alumni, guests, longtime advocates, and community partners.

PARTICIPATION AND EXPERIENCE: When asked which parts of the anniversary event they had participated in or experienced, among the 36 respondents, engagement was highest with the video testimonials about EHCSF (89%), the co-founders' panel (86%), and both the keynote address and dinner itself (83% each). The Kyle Bernstein data presentation (74%), informal networking (71%), the anniversary slideshow, and the Task Force honoring (69% each) also drew strong participation. The timeline art display and swag table each reached about half of attendees (51%), while the memorial altar (46%), nostalgia table (26%), and the Cepheid and SFCHC information tables (17% each) had smaller, though still notable, reach.

MOST VALUABLE TO ATTENDEES (TOP 3 SELECTED): Among the 28 people who answered this question, the co-founders' panel was the single most-cited highlight (50%), followed closely by celebrating 10 years of EHCSF's work and the video testimonials (43% each). Jordan Akerley's keynote (36%) and the Kyle Bernstein data presentation (25%) rounded out the top choices.

"HUGE congratulations to you guys on the event this week. It was fantastic- the panel Q & A and Jordan's speech were phenomenal. I wish I had a chef's kiss emoji" – Jenny Price

INCREASED UNDERSTANDING OF EHCSF'S WORK: 64% of the 28 respondents said the event significantly increased their understanding of EHCSF's work and impact, and 14% said somewhat. Most of the remainder (18%) already knew a lot about EHCSF going in, and only 4% felt the event didn't increase their understanding despite not knowing much beforehand.

INSPIRED TO TAKE FURTHER ACTION: 75% of the 28 respondents said they were inspired by this event to take further action, 21% said maybe, and only 4% said no. Among those looking for ways to stay engaged, respondents asked EHCSF to help them present to their own programs or organizations and pointed to potential collaboration opportunities, including HCV testing at Homefulness SF's Healing Hub and partnership possibilities through TNDC in the Tenderloin.

WHAT ATTENDEES SHARED: Closing comments were overwhelmingly enthusiastic, with attendees calling the evening an incredible, amazing, and fantastic event, thanking the team for the space it held around grief and loss, and praising the mix of medical expertise and street-savvy wisdom in the room. One respondent offered constructive feedback: a few tables (Cepheid, SFCHC) were easy to miss, the 1.5-hour community event felt too short given the room's 7:00pm cutoff, and despite a full RSVP list, there were empty seats and leftover food at dinner—given this, they recommended EHCSF consider over-accepting RSVPs further for future evening events, particularly given the added logistical burden after-work timing can pose for attendees with children.

OVERALL EVENT RATING: Of the 26 respondents who rated the evening, 22 said **Excellent**, 3 said Good, and 1 person said Poor.

APPENDIX

Timeline

