

***RYAN WHITE PART A PROGRAM
SERVING THE MIDDLESEX, SOMERSET, HUNTERDON
TRANSITIONAL GRANT AREA***



**Ryan White Part A
Universal Service Standards
Ryan White HIV/AIDS Treatment Extension Act of 2009**

Approved November 12, 2019

Prepared by

**Service Standards & Integrated Care Plan Committee of the
Middlesex-Hunterdon-Somerset HIV/AIDS Health Services Planning Council**

Ryan White funding Eligible Service Categories

Core Medical Services	Support Services
Outpatient/Ambulatory Medical Care	Child Care Services
Oral Health Care	Emergency Financial Assistance
Early Intervention Services	Other Support Services (Including Legal Services)
Home and Community-Based Health Services	Health Education/Risk Reduction
Mental Health Services	Medical Transportation
Medical Nutrition Therapy	Psychosocial Support
Medical Case Management	Food Bank/Home Delivered Meals
Substance Abuse Outpatient Care	

Universal Service Standards apply to all Ryan White funded service providers. Allowable Services are defined in Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds.

The Middlesex-Somerset-Hunterdon Ryan White Part A Program is payer of last resort. All clients who access services are required to demonstrate eligibility and needs as described in the Service Standards herein.

Source: HIV/AIDS Bureau Policy Clarification Notice (PCN) #16-02 (2017)

**Agency Service Standards
(Applies to ALL RW Service Providers)**

Table 1. Agency Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
1.1	Definition of services	Agency has description of services on file.	100% of agencies will define services they provide
1.2	Licensure	Agency has current licenses on file from appropriate licensing agency.	100% of agencies are licensed and accredited by appropriate state/federal agencies
1.3	Hours of operation	Agency has documentation of operating hours on file.	Staff is available to answer incoming calls during agency's normal operating hours If client calls outside operating hours, staff will respond within one business day or the first business day after a weekend or holiday
1.4	Emergency services	Agency has policy on file outlining emergency service procedures related to the service they provide.	100% of agencies will have policies in place to handle emergencies/crises that occur both during and outside of normal operating hours
1.5	Special service needs	Agency complies with Americans Disabilities Act (ADA).	100% of agencies have policies to respond to special needs clients
1.6	Cultural/Linguistic diversity	Agency has written policy on file including process for language translation.	100% of agencies have policies in place for responding to cultural and linguistic diversity (including translation services)
1.7	Cultural Humility	Each agency will ensure that their program staff have the following: a. program staff job descriptions and/or resumes include a section addressing the possession of cultural humility and experiences delivering services to	Program staff job descriptions/resumes will be subject to review during the annual site visit interviews Subrecipients will track all completed trainings on the provided tracking sheet and will submit the document to Ryan White program staff annually.

		<p>prioritized populations as well as populations disproportionately affected by HIV/AIDS. This will help promote the employment of program staff who are able to serve the client population in a culturally responsive way.</p> <p>b. Program staff who deliver services directly will receive at minimum four (4) and up to 8 (eight) hours of training annually on promising culturally responsive practices focusing on communities disproportionately impacted or changes in the agency's client/community population. Trainings are available for all frontline program staff, but are required for at least one program staff member who delivers services directly.</p>	
1.8	Client Rights and Responsibilities	<p>All Ryan White Service Providers will provide all Ryan White Clients a copy of the Statement of Consumer Rights and Responsibilities contained herein.</p> <p>All Ryan White Service Providers will take the necessary actions to ensure that services are provided in accordance with the Statement of Consumer Rights and Responsibilities and that each client fully understands his/her rights and responsibilities.</p>	All Ryan White providers provided clients with the Middlesex-Somerset-Hunterdon Statement of Consumer Rights and Responsibilities.
1.9	Linkages	Agency has written policy for establishing linkages and record of linkages on file.	100% of agencies will develop and maintain linkages with primary health care, support and other service providers

1.10	Provider communication	Agency has written policies on file that allow for communication between different programs. Documentation of consent is required	100% of providers document communication regarding patient care (HRSA funded services and others.)
1.11	Policies and procedures	Agency has written staff policies on file.	100% of agencies have written policies for staff which include (but are not limited to): <ul style="list-style-type: none"> • Agency policy and procedures • Agency has a description of the Ryan White Treatment Extension Act of 2009 • Standards of professional behavior • Compliance with the Health Insurance Portability and Accountability Act [PL 104-191] • Client confidentiality • Release of information • Communication about agency issues • Health and safety procedures including universal precautions
1.12	Grievance Policy	Agency has grievance policy on file and available to clients	100% of agencies have grievance policies and procedures available to clients.
1.13	Staffing	Personnel standards ensure all professionals provided HIV/AIDS services are properly trained and licensed as required by state law, meet qualifications required by the HIV/AIDS Bureau, have an understanding of the scope of their job responsibilities, and that all funded programs are properly staffed.	100% of agencies have staffing procedures that ensure Ryan White staff meet all requisite qualifications.
1.14	Staff training	Written training plans and continuing education documentation must be kept on file for each staff person	Agencies ensure Ryan White staff attend annual continuing education.

		and volunteers as appropriate.	Agencies present training logs during site monitoring and/or at the request of the Administrative Agent.
1.15	Staff evaluation	Agencies have procedures in place to evaluate staff.	100% of agencies have evaluation procedures on file 100% of agency staff has a working knowledge of evaluation procedures 100% of agency staff receive an annual performance evaluation
1.16	Quality management	Agencies have procedures in place to evaluate the quality and effectiveness of services on an ongoing basis.	100% of agency has written procedures on file to evaluate services Agency participates fully in TGA Quality Management activities including data and chart review processes.
1.17	Program Data Reporting	Monthly reports are sent to grantee and are available on request. CAREWare is used to ensure data is collected in a uniform manner	100% of agencies regularly update client information, needs assessment, client progress and care and client referrals and other services provided and share monthly reports with grantee
1.18	Planning Council attendance	Agency representatives must attend monthly Planning Council meeting	An agency representative must attend 75% of monthly Planning Council meetings
1.19	Access to Care, Coordination and Provider Continuity	Agencies providing services under RWHAP must create and maintain an updated list of community resources and distribute this list to staff, clients, and families as appropriate. Ryan White staff will regularly communicate with other service agencies about referred clients to improve care coordination.	Agencies must implement and maintain a method for tracking referrals during the course of RWHAP service provision. Agencies will have procedures for documenting coordination of care with community providers.

1.20	Ryan White Eligibility	<p>The following eligibility criteria is to be used for determining if a client is eligible for Part A services.</p> <p>This documentation must be verified during each eligibility assessment and re-assessment period.</p> <p>Every potential Part A client must have an initial eligibility assessment to ensure that they are eligible to receive a Part A service and will undergo an eligibility re-assessment every six months to ensure that the client's status has not changed.</p> <p>All Part A Ryan White clients must meet the following criteria, regardless of their service needs, to be eligible for Part A services:</p> <ol style="list-style-type: none"> 1. Proof of HIV Infection 2. Proof of Identification 4. Proof of NJ Residency 5. Proof of Income Level 6. Proof of Insurance <p>Although a client may be eligible for Part A services based on these general eligibility criteria, the specific service need that the client may be seeking may require additional eligibility criteria to be reviewed for service eligibility and availability of funds.</p>	<p>Documentation in consumer record of all specified eligibility criteria</p> <p>RW eligibility is documented and reviewed twice each year.</p> <p>Part A funds are accessed with documentation of need, including that all other sources of accessing the service have been exhausted.</p>
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