

TITLE: Universal Service Standards PROGRAM: Ryan White Part B SECTION: Service Standards	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Reviewed	DATE: 8/6/2019
Executive Sponsor: Utah Department of Health Policy Owner: PTCP Prevention Manager Approved by: RWB Client Services Manager	ORIGINATION DATE: 8/6/2019	

The Universal Standards listed below are applicable to all service categories funded under the Ryan White Part B program. These standards are compliant with the HRSA/HAB monitoring standards issued April 2013. Recipients are required by HRSA/HAB to adhere to these monitoring standards and as such, sub-recipient/contractor funded for Ryan White Part B services will be held to the same standards.

Table of Contents

Access to Care	1
HIV Continuum of Care	2
Staff Requirements/Personnel Qualifications	2
Safety and Emergency Procedures	2
Eligibility Determination/Screening	3
Intake	3
Confidentiality Related Documentation	3
Client Satisfaction	4
Discharge/Transfer.....	4
Case Closure Protocol	5
Reporting	5
Monitoring	5

Standard/Measure
Access to Care
1. Services are provided irrespective of age, physical or mental challenges, creed, criminal history, history of substance abuse, immigration status, marital status, national origin, race, sexual orientation, gender identity and expression, socioeconomic status, or current/past health conditions. Measure: Policies and procedures and client grievances
2. Services are provided in accordance with the American with Disability Act Guidelines. For information, refer to: ADA Guidelines. Measure: Policies and procedures
3. Sub-recipient/contractor have posted hours and voicemail greetings to include hours of operation, and how to access the sub-recipient/contractor after business hours. Measure: Policies and procedures and posted hours/call greeting with hours stated

HIV Continuum of Care
<p>1. Sub-recipient/contractor establish formal collaborative agreements with HIV and other service organizations. Measure: Memoranda of Agreement (MOA) or Memoranda of Understanding (MOU)</p>
<p>2. Sub-recipient/contractor inform clients of HIV services and resources available throughout the state. Measure: Informational flyers, handouts, resource manuals, literature. Documentation in clients records of resource given</p>
<p>3. Sub-recipient/contractor have a resource referral and tracking system with identified HIV and other service sub-recipient/contractor. Measure: Referral tracking system for each service category</p>
Staff Requirements/Personnel Qualifications
<p>1. Sub-recipient/contractor have written personnel policies and procedures. Measure: Policies and procedures</p>
<p>2. Sub-recipient/contractor must offer staff job descriptions that address minimum qualifications, core competencies, and job responsibilities. Measure: Position descriptions</p>
<p>3. Sub-recipient/contractor ensure services are provided in a culturally and linguistically competent, compassionate, non-judgmental, and comprehensible manner. Measure: Training/in-service certificates/sign-in sheets, staff interview, client satisfaction survey and consumer grievances</p>
<p>4. Sub-recipient/contractor ensure staff and contracted service sub-recipient/contractor delivering direct services to clients have knowledge of the following:</p> <ul style="list-style-type: none"> • HIV/AIDS • Effects of HIV/AIDS-related illnesses and comorbidities on consumers • Psychosocial effects of HIV/AIDS on clients and their families/significant others • Current strategies for the management of HIV/AIDS • HIV-related resources and services in Utah <p>For more information, refer to: DHHS Guidelines</p> <p>Measure: Documentation of knowledge via formal education, trainings, or other methods. Types of documentation may include, but is not limited to medical degree, license/certification, training certificate, transcripts, staff interview</p>
<p>5. Sub-recipient/contractor ensure professional staff and contracted service sub-recipient/contractor follow, at minimum established codes of conduct for their discipline. Measure: Codes of conduct, trainings/in-service certificates/sign-in sheets, staff interviews</p>
<p>6. Sub-recipient/contractor ensure staff and contracted service sub-recipient/contractor receive ongoing supervision, which is relevant and appropriate to their professional needs. Measure: Supervisory/case conference meeting log, documentation of supervisory client record reviews</p>
<p>7. Sub-recipient/contractor ensure staff and contracted service providers conduct client business in a confidential manner, and follow established protocols outlined in the Health Insurance Portability and Accountability Act (HIPAA) and the Utah Public Health Code. Measure: Policies and procedures, trainings/in-service certificates/sign-in sheets, staff signatures on sub-recipient/contractor confidentiality/HIPAA statements, staff interview</p>
Safety and Emergency Procedures
<p>1. Sub-recipient/contractor ensure services are provided in facilities that are clean, comfortable, and free from hazards. Measure: Site visit observation</p>
<p>2. Sub-recipient/contractor have policies and procedures for the following:</p>

<ul style="list-style-type: none"> • Physical Plant Safety • Emergency Procedures that include, fire, severe weather, and intruder/weapon threat Medical/Health Care Crisis • Infection Control and Transmission Risk Crisis Management • Risk Assessment Accident/Incident Reporting <p>Sub-recipient/contractor ensure staff and contracted service sub-recipient/contractor are trained and follow the safety and emergency procedures.</p> <p>Measure: Policies, procedures, site visit observation, training certificates and/or sign-in sheets, staff interview</p>
<p>Eligibility Determination/Screening</p>
<p>1. Sub-recipient/contractor ensure Ryan White funds are used as payer of last resort.</p> <p>Measure: Policies and procedures, documentation in client records of accessing funds from other resources.</p>
<p>2. Sub-recipient/contractor verifies eligibility with the Ryan White Part B Program at time of service.</p> <p>Measure: Policies and procedures, documentation in client records of established HIV status within specified timeframe</p>
<p>3. Proof of HIV status is established within 10 business days of intake.</p> <p>Measure: Policies and procedures, documentation in client records of benefits counseling/enrollment</p>
<p>4. If a client is not enrolled in an insurance plan, sub-recipient/contractor coordinates with benefits specialist, who assists with enrollment into an appropriate insurance plan.</p> <p>Measure: Policies and procedures, documentation in client records of benefits counseling/enrollment</p>
<p>5. Sub-recipient/contractor ensure eligibility policies do not deem a veteran living with HIV ineligible for Ryan White services due to eligibility for Department of Veterans Affairs (VA) health care benefits.</p> <p>Measure: Policies and procedures.</p>
<p>Intake</p>
<p>1. Sub-recipient/contractor ensure clients whom request or are referred to a sub-recipient/contractor must be contacted within two (2) business days and complete an initial intake within ten (10) business days of contact with client.</p> <p>Measure: Documentation in client records of timely intake with specified timeframes</p>
<p>2. Sub-recipient/contractor screens and refers clients into appropriate Ryan White service categories as determined by presenting needs.</p> <p>Measure: Documentation in client records of screening and referrals for appropriate Ryan White and/or other services</p>
<p>Confidentiality Related Documentation</p>
<p>1. Sub-recipient/contractor has a signed client’s informed consent for provision of Ryan White Services. Time–limit not to exceed 12 months.</p> <p>Measure: Consent form, documentation in client records of signed and updated Consent Form before third party disclosures are made</p>
<p>2. Sub-recipient/contractor has a release of information including CAREWare data that at minimum, includes information regarding:</p> <ul style="list-style-type: none"> • To whom information will be released, including name of organization or person (emergency contact), address, etc. • What specific information will be released • Time-limits for release not to exceed 12 months • Printed name and signature of consumer/ legal guardian • Signature of a witness

Measure: Release of information form, CAREWare Release of information form, documentation in client records of signed and updated releases of information including CAREWare before third party disclosures are made

3. Sub-recipient/contractor has a written statement outlining consumer rights and responsibilities which includes at a minimum:

- Nature of services offered
- The ability to terminate service at any time
- Transfer and discharge procedures
- Client progress review
- Access to client records

Measure: Documentation of signed and dated Clients Rights and Responsibilities

4. Sub-recipient/contractor has a written statement outlining client responsibilities which include, at a minimum:

- Scheduling, rescheduling, and canceling appointments
- Drug and alcohol use on premises
- Weapons on premises
- Acts of abuse towards staff, property or services

Measure: Documentation of signed and dated Clients Rights and Responsibilities

5. Sub-recipient/contractor has an objective process to address and track clients' grievances.

Measure: Policies and procedures, documentation of signed and dated grievance policy, and resolution of grievance

6. Sub-recipient/contractor have policies and procedures to ensure clients' medical records and other personal health information are:

- Securely faxed, emailed or phoned Safely transported during the course of conducting business
- Securely stored electronically with limited access
- Shared with third parties in accordance with HIPAA
- Sub-recipient/contractor must ensure that client's records are maintained in a secure location. Sub-recipient/contractor ensures when a client or client's legal guardian sign and initial a release to obtain and disclose information, the client/legal guardian understands the information from the client's record will be shared, with whom and for what purpose.

Measure: Policies and procedures, staff interview, site visit observation

Client Satisfaction

1. Sub-recipient/contractor must establish evaluation methods to assess client satisfaction and receive feedback on services using any of the following methods:

- Client satisfaction survey
- Utah HIV Planning Group (UHPG) feedback request
- Suggestion box or other client input mechanism
- Focus groups and/or public meetings

Measure: Client satisfaction survey/results, UHPG meeting notes/minutes, visual verification of suggestion box or other client input mechanisms during site visit, notes or reports from focus groups and/or public meetings

2. Sub-recipient/contractor use results from evaluation to improve service delivery

Measure: Quality Improvement Plan, modification to service delivery policies and procedures based on feedback, inclusion of client feedback in internal training/staff communications

Discharge/Transfer

Discharge or transfer a client from Ryan White Part B services if any of the following criteria is met:

- Completion of services

- Verification of HIV positive status cannot be obtained within ten business days of intake
- Verification of eligibility cannot be obtained
- The client/legal guardian has requested the case be closed
- Relocation of client outside of the sub-recipient's geographic service area Inability to contact the client for more than six months
- The client's needs are more appropriately addressed through another sub-recipient/contractor
- The client exhibits act of abuse towards staff, property or services
- Client death

Measure: Documentation in client record of discharge, transfer to another HIV program, or are deceased

Case Closure Protocol

1. Sub-recipient/contractor have a written protocol for closing Ryan White Part B client cases.

Measure: Written protocol

2. Case Closure documentation includes:

- Date of closure
- Closure reason
- Staff responsible for closure

Measure: Documentation in client record

Reporting

Sub-recipient/contractor submit program, statistical, fiscal, and expenditure reports as outlined in Department contracts.

Measure: Records that comply with contract

Monitoring

Any Recipient or sub-recipient/contractor/contractor or individual receiving federal funding is required to be monitored for compliance with federal requirements and programmatic expectations.

Measure: Development of consistent implementation of policies and procedures that establish uniform administrative requirements governing the monitoring of awards

1. Monitoring activities expected to include annual site visits of all sub-recipient/contractor/contractor.

Measure: Review of the following program monitoring documents and actions:

- Policies and procedures
- Tools, protocols, methodologies, reports
- Corrective action plans
- Progress on goals or corrective action plans

2. Performance of fiscal monitoring activities to ensure that Ryan White Part B funding is being used for approved purposes.

Measure: Review the following fiscal monitoring documents and actions:

- Fiscal monitoring policy and procedures
- Fiscal monitoring tool or protocol
- Fiscal monitoring reports
- Fiscal monitoring corrective action plans

3. Salary Limit: HRSA funds may not be used to pay the salary of an individual at a rate in excess of \$179,700. This amount reflects an individual's base salary exclusive of fringe and any income that an individual may be permitted to earn outside of the duties to the applicant organization. This salary limitation also applies to sub-awards of sub-recipient/contractor for substantive work under a HRSA grant or cooperative agreement

Measure: Identification and description of individual employee salary expenditures to ensure salaries are within the HRSA Salary Limit.; determine whether individual staff receives additional HRSA income through other sub- awards of sub-recipient/contractor

4. Salary Limit Fringe Benefits: If an individual is under the salary cap limitation, fringe is applied as usual. If an individual is over the salary cap limitation, fringe is calculated on the adjusted base salary.
Measure: Identification of individual employee fringe benefit allocation
5. Corrective actions taken when sub-recipient/contractor outcomes do not meet program objectives and Recipient expectations, which may include:
- Improved oversight
 - Redistribution of funds
 - A “corrective action” letter
 - Sponsored technical assistance
- Measure: Compliance with goals of corrective action plans include:
- Receive corrective actions plans
 - Review resolution of issues identified in corrective action plan.
 - Policies describe actions when issues are not resolved in a timely manner

Review/Revise Date	Title of reviewer	Change Description or Location
7/23/2019	Clinical Quality Coordinator	Formatting, added origination date and approval group
Approval Group		Date Reviewed
UDOH RWB Clinical Quality Coordinator: Vinnie Watkins		7/23/2019
UDOH RWB Case Management Coordinator: Seyha Ros		7/31/2019
UDOH RWB Client Services Coordinator: Allison Allred		7/31/2019
UDOH RWB Policy and Eligibility Manager: Brianne Glenn		7/31/2019
UDOH RWB Client Services Manager: Tyler Fisher		8/6/2019
UDOH RWB Prevention Treatment & Care Manager: Amelia Self		8/7/2019