

**HOUSTON AREA HIV SERVICES
RYAN WHITE PLANNING COUNCIL**



We envision an educated community where the needs of all persons living with and/or affected by HIV are met by accessible, effective, and culturally sensitive health and psychosocial services that are part of a fully coordinated system.

The community will continue to intervene responsibly until the end of the epidemic.

The Houston Eligible Metropolitan Area (EMA) Ryan White Planning Council will improve the quality of life and advocate for those living with and/or affected by HIV by taking a leadership role in the planning and assessment of HIV resources.

AGENDA

12 noon, November 14, 2019

Meeting Location: 2223 W. Loop South, Room 532

Houston, Texas 77027

- I. Call to Order
 - A. Welcome and Moment of Reflection
 - B. Adoption of the Agenda
 - C. Approval of the Minutes
 - D. We Appreciate Our External Committee Members
 - E. Training: Ryan White Election Policy
 - F. Updates from the Texas Dept. of State Health Services
- Bruce Turner, Chair,
Ryan White Planning Council
- Ronnie Galley and
Allen Murray, Co-Chairs
Operations Committee
Shelley Lucas, MPH
Manager
HIV/STD Prevention and Care Branch
- II. Public Comments and Announcements

(NOTE: If you wish to speak during the Public Comment portion of the meeting, please sign up on the clipboard at the front of the room. No one is required to give his or her name or HIV status. All meetings are audio taped by the Office of Support for use in creating the meeting minutes. The audiotape and the minutes are public record. If you state your name or HIV status it will be on public record. If you would like your health status known, but do not wish to state your name, you can simply say: "I am a person living with HIV", before stating your opinion. If you represent an organization, please state that you are representing an agency and give the name of the organization. If you work for an organization, but are representing yourself, please state that you are attending as an individual and not as an agency representative. Individuals can also submit written comments to the Council Secretary who would be happy to read the comments on behalf of the individual at this point in the meeting. The Chair of the Council has the authority to limit public comment to 1 minute per person. All information from the public must be provided in this portion of the meeting. Council members please remember that this is a time to hear from the community. It is not a time for dialogue. Council members and staff are asked to refrain from asking questions of the person giving public comment.)
- III. Reports from Committees
 - A. Comprehensive HIV Planning Committee
 - Item: Epidemiological Profile*
 - Recommended Action:* FYI: The Committee reviewed and offered content feedback on drafts of Chapter 6 (Special Topics in HIV Epidemiology in the Houston Area), and two additional chapters from HHD: National HIV Behavioral Surveillance (NHBS) and Houston Medical Monitoring Project (HMMP).
- Daphne L. Jones, Chair

Item: Needs Assessment Progress

Recommended Action: FYI: As of 10/30/19, 573 surveys have been collected. This is 97% of the minimum target sample size. Office of Support staff will be conducting Needs Assessment surveys at multiple non-medical sites throughout the community in the month of November. A meal will be provided, and participants will receive a \$10 gift card in appreciation for their assistance. Eligible participants must be living with HIV; reside or receive HIV medical care in the EMA or the HSDA; may not have participated in the survey earlier this year; and may not be current members of the Houston Ryan White Planning Council. See the attached document for survey days and sites. Please take some mini-flyers before leaving today's meeting; share the information with friends, colleagues, clients, and social media; and see Diane if you would like mini-flyers in bulk or electronically.

A. Affected Community Committee

Rodney Mills and
Isis Torrente, Co-Chairs

Item: Training Exercise: Interpersonal Partner Violence and HIV
Recommended Action: FYI: Samantha Bowen from Ryan White Grant Administration gave an excellent presentation and training Exercise on Interpersonal Partner Violence and HIV.

Item: 2019 Community Events

Recommended Action: FYI: See the attached list of 2019 Community Events.

Item: 2019 Greeters

Recommended Action: FYI: See the attached list of 2019 Greeters.

B. Quality Improvement Committee

Denis Kelly and
Gloria Sierra, Co-Chairs

Item: Reports from AA – Part A/MAI*

Recommended Action: FYI: See the attached reports from the Part A/MAI Administrative Agent:

- FY19 Procurement Report – Part A & MAI, dated 10/24/19
- FY19 Service Utilization Report – Part A & MAI, as of 09/06/19

Item: Reports from Administrative Agent – Part B/SS

Recommended Action: FYI: See the attached reports from the Part B/ State Services Administrative Agent:

- FY 2019/20 Procurement Report Part B – dated 09/26/19
- FY 2018/19 Procurement Report DSHS** SS – dated 09/26/19
- FY 2019/20 RW Part B Service Utilization – 1st Quarter dated 07/31/19
- FY 2018/19 DSHS Service Utilization – dated 09/30/19
- FY 2018/19 Health Insurance Program Report – dated 09/24/19

Item: FY 2020 Standards of Care and Performance Measures

Recommended Action: **Motion:** Approve the recommended changes regarding the FY 2020 Standards of Care and Performance Measures for Ryan White Part A, B and State Services.

C. Priority and Allocations Committee

Peta-gay Ledbetter and
Bobby Cruz, Co-Chairs

Item: FY 2019 RW Part A Funding Increases

Recommended Action: **Motion:** Per the attached chart, reallocate \$155,000 in RW Part A funds.

Item: FY 2019 Unspent Funds

Recommended Action: **Motion:** In the final quarter of the FY 2019 Ryan White Part A, Part B and State Services grant years, after implementing the year end Council-approved reallocation of unspent funds and utilizing the existing 10% reallocation rule to the extent feasible, Ryan White Grant Administration (RWGA) may reallocate any remaining unspent funds as necessary to ensure the Houston EMA has less than 5% unspent Formula funds and no unspent Supplemental funds. The Resource Group (TRG) may reallocate any remaining unspent funds as necessary to ensure no funds are returned to the Texas Department of State Health Services. RWGA and TRG must inform the Council of these shifts no later than the next scheduled Ryan White Planning Council Steering Committee meeting.

Item: Ryan White Part A - FY 2019 Carryover Funds

Recommended Action: **Motion:** If there are FY 2019 Ryan White Part A carryover funds, it is the intent of the committee to recommend allocating the full amount to Outpatient/Ambulatory Primary Medical Care.

Item: Quarterly Committee Report

Recommended Action: FYI: See the attached Quarterly Committee Report.

D. Operations Committee

Ronnie Galley and
Allen Murray, Co-Chairs

Item: Ryan White Attendance Policy 600.01

Recommended Action: **Motion:** If an officer of the Ryan White Planning Council misses three, unexcused consecutive meetings of the Steering Committee and Planning Council, they must step down as an officer and an election will be held to fill the position. (Example: an officer must step down if he/she does not contact the Office of Support and request an excused absence and if they miss the October Steering Committee, October Planning Council and the November Steering Committee meetings.) Staff is asked to remind nominees for officer positions of this new requirement. And, when presenting their qualifications to the Council before an election, nominees must state that, to the best of their knowledge, they will not have difficulty meeting this additional attendance requirement.

Item: Slate of Nominees for Officers of the 2020 Ryan White Council

Recommended Action: **Motion:** Approve the attached slate of nominees for officers of the 2020 Ryan White Planning Council.

Item: Important Dates in 2020

Recommended Action: FYI: Please note the following important meeting dates in 2020:

- Mentor Luncheon – Thursday, January 16, 2020
- All-day Council Orientation – Thursday, January 23, 2020

Item: Quarterly Committee Report

Recommended Action: FYI: See the attached Quarterly Committee Report.

- V. Report from the Office of Support Tori Williams, Director
- VI. Report from Ryan White Grant Administration Carin Martin, Manager
- VII. Report from The Resource Group S. Johnson-Fairley, Health Planner
- VIII. Medical Updates Shital Patel, MD
Baylor College of Medicine
- IX. New Business (30 seconds/report)
- A. Molecular HIV Surveillance Forum on Sept. 18, 2019 Allen Murray
 - B. Ryan White Part C Urban and Part D Dawn Jenkins
 - C. HOPWA Niquita Moret
 - D. Community Prevention Group (CPG) Tana Pradia
 - E. Update from Task Forces:
 - Sexually Transmitted Infections (STI) John Poole
 - African American S. Johnson-Fairley
 - Latino Gloria Sierra
 - Youth Gloria Sierra
 - MSM John Poole
 - Hepatitis C
 - Project PATHH (Protecting our Angels Through Healing Hearts)
formerly Urban AIDS Ministry Johnny Deal
 - F. HIV and Aging Coalition Bruce Turner
 - G. Texas HIV Medication Advisory Committee Nancy Miertschin
 - H. Positive Women’s Network Tana Pradia
 - I. Texas Black Women’s Initiative Sha’Terra Johnson-Fairly
 - J. Texas HIV Syndicate Amber Harbolt
 - K. END HIV Houston Crystal Townsend
 - L. Texans Living with HIV Network Tana Pradia
- IX. Announcements
- X. Adjournment

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MINUTES

12 noon, Thursday, October 10, 2019

Meeting Location: Ryan White Offices, 2223 W. Loop South, Rm 532; Houston, Texas 77027

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS PRESENT
Bruce Turner, Chair	Veronica Ardoin, excused	Franaldo Curl, HCPH
Tana Pradia, Secretary	Ted Artiaga, excused	Shelby Johnson, AETC/BCM
	Rosalind Belcher, excused	Shabaura Perryman, Merck
Tony Crawford	Ahmier Gibson	Anina Rajmohan, AHF
Bobby Cruz	Gregory Hamilton, excused	Skeet Boyle, Greeter
Johnny Deal	Allison Hesterman, excused	
Ronnie Galley	Arlene Johnson	STAFF PRESENT
Angela F. Hawkins	J. Hoxi Jones, excused	<i>Ryan White Grant Administration</i>
Dawn Jenkins	Mel Joseph, excused	Carin Martin
Daphne L. Jones	Peta-gay Ledbetter, excused	Heather Keizman
Denis Kelly	Holly McLean, excused	
Tom Lindstrom	Niquita Moret	<i>The Resource Group</i>
Rodney Mills	John Poole	Sha'Terra Johnson-Fairley
Allen Murray	Crystal Starr	Crystal Townsend
Matilda Padilla	Carol Suazo	
Shital Patel		<i>Office of Support</i>
Faye Robinson		Tori Williams
Pete Rodriguez		Amber Harbolt
Imran Shaikh		Diane Beck
Gloria Sierra		
Isis Torrente		

Call to Order: C. Bruce Turner, Chair, called the meeting to order at 12:16 p.m.

During the opening remarks, Turner thanked Cecilia Oshingbade and those who worked with her to host the 2019 Committee Cross Trainings. In the past, this has been valuable to new members and others. The attendance was not as robust as it has been in years past, but that may have been due to the heat and

a number of other competing events, such as the flooding that resulted from Tropical Storm Imelda. Turner then called for a Moment of Reflection.

Adoption of the Agenda: Motion #1: it was moved and seconded (Torrente, Deal) to adopt the agenda. Motion Carried.

Approval of the Minutes: Motion #2: it was moved and seconded (Hawkins, Galley) to approve the September 12, 2019 minutes with one correction, it was Murray's birthday not Kelly's. Motion Carried.
Abstentions: Robinson, Sierra.

Training: Trauma-Informed Care: Aly Jacobs, Houston Area Women's Center, presented the attached training. She distributed hotline cards in English and Spanish.

Public Comment and Announcements: Shabaura Perryman, Merck, said that they have two new products. They have their first single pill regimen for those who are new to therapy, Delstrigo and Pifeltro which is for use in combination with other HIV medications.

Reports from Committees

Comprehensive HIV Planning Committee: Daphne L. Jones, Chair, reported on the following:
FY 2020 Houston Health Department Community Health Improvement Plan Update: Camden Hallmark provided an update on the Houston Health Department's (HHD) Community Health Improvement Plan, including objectives aligned with the 2017 Comprehensive Plan. Please see the attached presentation.

Epidemiological Profile: The Committee reviewed and offered content feedback on drafts of Chapter 5 (Profile of People Who Are Out of Care in the Houston Area).

Needs Assessment Progress: As of 9/23/19, 572 surveys have been collected. This is 97% of the minimum target sample size. Harbolt added that as of 10/02/19 the number of surveys collected is 573.

Quarterly Committee Report: Please see the attached quarterly committee report.

Affected Community Committee: Rodney Mills, Co-Chair, reported on the following:

FY 2020 Standards of Care and Performance Measures: The Committee hosted a consumer-only workgroup meeting to provide input into the FY 2020 Standards of Care and Performance Measures. The results of the workgroup will be shared with the Quality Improvement Committee in October and will be reflected in the recommendations that will be sent forward from the Quality Improvement Committee in November. Many thanks to Samantha Bowen and Reachelian Ellison for facilitating the workgroup meeting.

Final 2019 Meetings for Review of the FY 2020 Standards of Care and Performance Measures: The final 2019 meetings to review and provide input into the FY 2020 Standards of Care and Performance Measures are scheduled for the following dates:

- 2 pm, Tues., Oct. 15, 2019 – Quality Improvement Committee Meeting
- 12 noon, Thurs., Nov. 7, 2019 – Ryan White Steering Committee Meeting
- 12 noon, Thurs., Nov. 14, 2019 – Ryan White Planning Council Meeting

All are invited to attend or send public comment for review at these meetings.

2019 Community Events: See the attached list of 2019 Community Events.

2019 Greeters: See the attached list of 2019 Greeters. Again, Mills extended heartfelt thanks to those who greet our guests as they arrive and help them feel comfortable at our meetings.

Quality Improvement Committee: No report.

Priority and Allocations Committee: No report.

Operations Committee: Ronnie Galley, Co-Chair, reported on the following:

Election of 2020 Officers: See the attached policy regarding the Election of Officers. Please note that nominations may be submitted to the Director of the Office of Support up until the end of the November Steering Committee meeting. After that time, nominations will be added from the floor the day of the election, which is December 12, 2019. Before the election, each nominee must submit a brief written description of their qualifications for the office they are seeking and prepare a short presentation describing their qualifications.

Youth Participation in the Planning Council: The Operations Committee would like to work with youth from AIDS Foundation Houston's youth program, possibly DeBakey High School and others to start a Ryan White Youth Committee. The Youth Committee will be by, for and about youth. The purpose will be to advise the Council on how to get input from and design services for youth living with HIV. One idea that the Committee can explore is developing a Project LEAP program for youth.

Youth Participation in the Planning Council: ***Motion #3:** Approve a pilot project to start a Youth Committee that will be made up of youth and will advise the Planning Council on how to get input from and design services for youth living with HIV. Ask the Priority and Allocations Committee to allocate \$3,000 from October unspent funds if needed to support the pilot project. Motion Carried.*

2020 Council Membership: The Committee interviewed three Council applicants on September 17, 2019 and may interview additional applicants at their October meeting.

Report from Office of Support: Tori Williams, Director, summarized the attached report.

Report from Ryan White Grant Administration: Carin Martin, Manager, summarized the attached report.

Report from The Resource Group: Sha'Terra Johnson-Fairly, Health Planner, summarized the attached report.

Medical Updates: Patel presented the attached information about PrEP.

Molecular HIV Surveillance Forum 09/18/19: Murray said that he and Williams attended this forum. He is less concerned after hearing that they are aware of potential problems that could occur because of the program. It was very informative.

Ryan White Part C Urban and Part D: Jenkins said that there is technical assistance available for all Ryan White recipients regarding the use of 340B money: www.fiscalhealthHIV.org or 202-507-4739.

Updates from Task Forces

African American: Johnson-Fairley said the group is meeting tomorrow at noon.

Latino: Sierra said they participated in the Fiestas Patrias parade and handed out about 400 bags with HIV related information.

Youth: Sierra said they are planning a vendor fair in January.

Project PATHH: Deal said that they will meet next Saturday.

HIV and Aging Coalition: Turner said the next meeting will be on October 21st; the topic will be Trogarzo.

Texas HIV Medication Advisory Committee: Turner said that that they will meet on October 18th. The meeting is available to view online.

Positive Women’s Network (PWN): Pradia said they will have an event on 10/19/19 in observance of National Day of Action to End Violence Against Women Living with HIV. There are flyers available in the Office of Support.

Texas Black Women’s Initiative: Johnson-Fairley said they will have a team meeting next Thursday. If anyone is interested in attending please let her know.

END HIV Houston: Townsend said that the Houston Health Department received the notice of grant award of \$300,000 for year one. She thanked everyone who donated for travel expenses for training.

Texans living with HIV Network: Pradia said that they will meet next Thursday.

Adjournment: The meeting adjourned at 1:43 p.m.

Respectfully submitted,

Victoria Williams, Director

Date _____

Draft Certified by
Council Chair: _____

Date _____

Final Approval by
Council Chair: _____

Date _____

**Comprehensive HIV
Planning Committee
Report**

\$ EARN A GIFT CARD FOR YOUR TIME \$

Are you HIV positive and at least 18 years old?

If so, you may be eligible for a confidential survey and earn an incentive for your time.

Come tell us about your needs & the services you use, what makes it difficult to get services & how services for people living with HIV could be better.

Nov 4 3pm-6:30pm @ Mendenhall Community Center
1414 Wirt Road 77055

Nov 7 4pm-6pm @ Weekley Community Center
8440 Greenhouse Rd, Cypress 77433

Nov 8 10am-2pm @ Bayland Community Center
6400 Bissonnet Street 77074

Nov 12 10am-1pm @ Tracy Gee Community Center
3599 Westcenter Drive 77042

Lunch provided. For more info, call (832) 927-7929.

ALL PARTICIPATION IS CONFIDENTIAL

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\$ RECIBA UNA TARJETA DE REGALO POR SU TIEMPO \$

¿Eres VIH positivo y mayor de 18 años de edad?

Si es así, puede ser elegible para una encuesta confidencial y ganar un incentivo por su tiempo.

Venga y cuéntenos sobre sus necesidades y los servicios que utiliza, lo que dificulta la obtención de servicios y cómo podrían mejorarse los servicios para personas portadoras del VIH.

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Affected Community Committee Report

Intimate Partner Violence

(also known as domestic violence, dating violence, partner violence, power-based personal violence, interpersonal violence, gender-based violence, etc.)

Definition: The ongoing use or attempted use of physical, sexual, verbal, emotional, economic, or other forms of abusive behavior with the intent to harm, threaten, intimidate, control, isolate, restrain, or monitor another person.



Question 1: Which is the most frequently occurring form of IPV among female victims?

- A. Physical violence
- B. Sexual violence
- C. Psychological violence
- D. Financial violence

Question 2: For a woman in a relationship with a male partner who physically abusive, what percentage of days are characterized by the occurrence of some form of IPV?

- A. 90%
- B. 38%
- C. 12%
- D. 62%

Question 3: What percentage of female IPV victim/survivors live with HIV?

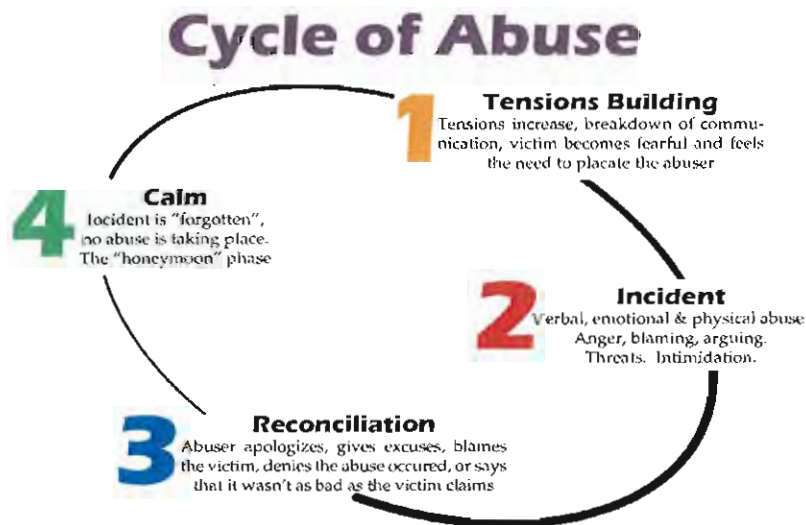
- A. 45%
- B. 38%
- C. 10%
- D. 65%

Question 4: What percentage of women living with HIV experience IPV?

- A. 82%
- B. 5%
- C. 15%
- D. 55%

More facts about IPV & HIV

- 1 in 3 women and 1 in 4 men in the U.S. have experienced some form of sexual or intimate partner violence in their lifetime. Rates can be even higher in the LGBTQ+ community.
- IPV can increase the risk of acquiring HIV.
- IPV may be a consequence of HIV (24% of WLWH experienced physical abuse by their partners after disclosing HIV status).
- IPV can compromise the health of people living with HIV.
- Research suggests that WLWH experience abuse that is more frequent and more severe.



Common Myths

- Victims are fragile, helpless women
- People who abuse are angry, psychopathic men
- Abuse only happens in low-income communities
- Most abuse is reciprocal
- Alcohol causes abuse
- If the abuse was really that bad, the person would leave.
- The victim knew what they were getting into when they chose to be with that person

Barriers to Disclosing

- Shame/stigma
- Fear (blame, consequences, not being believed...)
- Previous bad experiences disclosing
- Invested in the relationship
- Don't see the abuse as "serious enough"
- Don't recognize it as abuse
- Don't think they need help
- Don't think you can help

How to Support Survivors:

- **Listen** without judgement and minimal questions.
- **Thank** "Thank you for telling me."
- **Believe** "What happened wasn't your fault."
"I believe you."
- **Support** "I'll support you in whatever you decide."
- **Offer Resources**





Positively Safe:

THE INTERSECTION OF DOMESTIC VIOLENCE & HIV/AIDS

HIV POWER & CONTROL WHEEL





Positively Safe:

THE INTERSECTION OF DOMESTIC VIOLENCE & HIV/AIDS

The HIV status of either or both the victim and abusive partner gives the abusive partner additional means of control. The wheel and the below examples clarify what domestic violence can look like when either or both partners have HIV/AIDS.

MEDICAL ABUSE

- An abusive partner may interfere with the victim's health care by withholding, throwing away, or hiding medications, canceling medical appointments, or preventing the HIV-positive partner from receiving needed medical care.
- An abusive partner living with HIV/AIDS may even do the same things to themselves, in an attempt to blackmail the victim.
- An abusive partner may make many, if not all, of the decisions about their partner's reproductive health; for example, forbidding the use of birth control or forcing their partner to have an abortion.

PSYCHOLOGICAL

- An abusive partner may threaten to "out" a current or former partner's HIV status to friends, family, co-workers, etc., before they are ready. The fear of the stigma attached to HIV/AIDS can pose an additional threat to 'being outed'.
- An abusive partner may lie or not tell their former or current partner about their HIV/AIDS status with the intention of infecting the other person.

EMOTIONAL ABUSE

- An abusive partner living with HIV/AIDS may suggest that their condition will worsen or they will die if the victim ends the relationship.
- The abusive partner may taunt the victim living with HIV/AIDS saying, "Who would want to be with you?" Victims may perceive this to be true if they are dependent on their abusive partner for housing, nutrition, health care, or other forms of support. The additional power that accompanies this threat is that the victim may be afraid of dying alone and/or that the abusive partner, to whom the victim often has a strong emotional connection, will die alone.
- The victim may also fear that family, friends, and/or people in the community who do not understand or are not aware of the abuse may fault and turn against them for leaving the HIV-positive abusive partner who may be sick and/or perceived as vulnerable.
- An abusive partner may make moral judgments about a victim's HIV/AIDS status and verbally insult their partner regarding appearance, physical abilities, or economic burden.



PRIVILEGE

- An abusive partner may use their HIV status to control and manipulate the victim into staying in the relationship. They may also use the victim's HIV status to assert their authority in making decisions for the HIV-positive victim.
- An abusive partner living with HIV may infect, or threaten to infect, the victim.
- The threat of violence can limit a victim's ability to negotiate condom use and other sexual practices/behaviors that would decrease her/his risk of infection or re-infection.

USING CHILDREN

- Questioning the ability of the partner living with HIV to provide continuous support (emotional, economic) for children may be a tactic used to undermine the victim as a parent and/or to influence their children's view of the victim.
- An abusive partner may threaten to take children away and/or deny the partner living with HIV access to children.
- An abusive partner may threaten to use a victim's HIV status due to drug use or sexual partners outside the relationship in legal proceedings regarding the custody of their children.

ISOLATION

- An abusive partner may take advantage of an HIV-positive partner's poor health by using it as a rationale to limit contact with other individuals.
- An abusive partner may limit or interfere with the victim's ability to discuss and/or get support for their HIV status with friends, assistance programs, or support groups.
- Using physical limitations to keep the victim separated from outside community can be used to limit a victim's interactions with other.
- Threatening to tell friends/family the victim's HIV status if they spend time with other people.

ECONOMIC ABUSE

- An abusive partner may take advantage of the victim's health by assuming sole power over all the finances and financial decisions to deepen their partner's dependency.
- Denying access to financial resources for expenses related to HIV/AIDS; i.e. medication, medical care, nutritional services, is a tactic that can be used to assert control over an HIV-Positive partner.



COERCION & THREATS

- The threat of physical violence can become more potent to victims living with a disability or illness, who may be too weak to defend themselves or may fear the HIV/AIDS-related complications (easy bruising, infections, slow or difficult healing) that can result from being subjected to physical harm.
- Additionally, the emotional stress associated with surviving an abusive relationship can adversely affect a person's already weakened immune system, potentially resulting in exacerbated symptoms, and further compromising the health of someone with HIV/AIDS, or another life threatening illness or disability.
- Reproductive coercion is defined as threats or acts of violence against a partner's reproductive health or reproductive decision-making. It includes sex without consent, pressuring someone to become pregnant against their will and interfering with methods of birth control, such as refusing to wear a condom, poking holes in condoms, refusing the victim from using birth control. In an abusive relationship, asking an abusive partner to use a condom may lead to the abusive partner accusing the survivor of cheating on him or not trusting him. This reaction can be followed by physical or sexual violence.

ADDITIONAL RESOURCES:

Find more information about Domestic Violence, HIV/AIDS, and the intersection of DV and HIV/AIDS on our **Fact Sheets** in the *Positively Safe Toolkit*.

Affected Community Committee 2019 Community Events (as of 09-24-19)

Point Person (PP): Committee member who picks up display materials and returns them to the Office of Support.

Day, date, times	Event	Location	Participants
Sunday, March 3 1 pm-Walk	AIDS Foundation Houston (AFH) AIDS Walk	Houston Park Downtown 1100 Bagby Street, 77002	<u>Need 3 volunteers – distribute LEAP flyers:</u> Tana, Tony and Ronnie
Friday, May 31 10 am – 2 pm	SPRY Senior Health and Resource Fair	Montrose Center	<u>Need 4 volunteers:</u> PP: Isis, Rodney, Tana, Ronnie and Eddie G.
Sun. June 2	Long-Term HIV Survivors Event	Neon Boots	<u>Need 5 Volunteers:</u> PP: Skeet, Tana, Tony, Ronnie and Johnny
June 22	Pride Festival	Downtown near City Hall	<u>Shift 1 (11:30 am-2 pm):</u> PP: Rod, Tana, Skeet & Ronnie <u>Shift 2 (2-4:30 pm):</u> Tana, Holly & Veronica <u>Shift 3 (4:30-7 pm):</u> PP: Isis, Johnny and Tony
Monday, July 8 5 – 7 pm	Camino hacia tu Salud	Postive713 Leonel Castillo Community Center	<u>Need 6 Volunteers:</u> PP: Rod, Isis, Tana, Skeet, Ronnie, Johnny, Tony, and Rodney
12 noon, Wed. Aug. 7 11:30 am, Wed. Aug. 21	Road 2 Success 1.) Case Mgrs. 2.) Consumers	AIDS Foundation Houston	<u>Need 6 Volunteers:</u> PP: Tori & Rod, Rodney, Isis, Ronnie and Mel <u>Need 6 Volunteers:</u> PP: Tori & Rod, Isis, Rodney, Tana, and Ronnie
12 noon, Thurs. Aug. 22	Road 2 Success	Thomas Street Health Center	<u>Need 6 Volunteers:</u> PP: Rod, Lionel, Skeet, Ronnie, Tana, Veronica and Isis
Thursday, October 10	MISS UTOPIA	NOTE CHANGE OF VENUE IN 2019 Numbers Nightclub 300 Westheimer, 77006	<u>5 Volunteers:</u> PP: Possibly Rod, Ronnie, Skeet, Tony, Isis and Johnny DISTRIBUTE LEAP FLYERS
Sat, Oct. 12 2 pm set up	The Forgotten Population A Heterosexual Experience	18215 Ammi Trail Houston, 77060	<u>Need 4 Volunteers:</u> PP: Skeet, Veria, Ronnie, Tana.
Monday, October 14 5 – 7 pm	Camino hacia tu Salud	Positive713 Leonel Castillo Community Center 2101 South Street, 77009	<u>Need 6 Volunteers:</u> PP: Rod, Tana, Isis, Skeet, Ronnie and Johnny
November or December	Road 2 Success		<u>Need 6 Volunteers:</u> PP: Rod,
Sunday, December 1	World AIDS Day Events	SEE CALENDAR OF EVENTS	Most committee members attend events DISTRIBUTE LEAP FLYERS

Greeters for 2019 Council Meetings

(Revised: 08-22-19)

2019 Meeting Dates (Please arrive at 11:45 a.m. Unless otherwise noted, the meetings are held at 2223 W. Loop South)	Greeter #1 External Member	Greeter #2	Greeter #3
Thurs. March 14	Skeet	Tony	Ronnie
Thurs. April 11	Lionel	Veronica	Holly
Thurs. May 9	Lionel	Rodney	Tony
Thurs. June 13 – LEAP presentation	Ronnie	Tony	Skeet
Thurs. July 11	Skeet	Veronica	Holly
Thurs. August 8	Skeet	Johnny	Ronnie
Thurs. September 12	Skeet	Veronica	Holly
Thurs. October 10	Skeet	Tana	Ronnie
Thurs. November 14 External Committee Member Appreciation	Lionel	Tana	Ronnie
Thurs. December 12	Lionel	Veronica	Ronnie

Quality Improvement Committee Report

Priority	Service Category	Original Allocation <i>RWPC Approved Level Funding Scenario</i>	Award Reconciliation (b)	July Adjustments (carryover)	October Adjustments	Final Quarter Adjustments	Total Allocation	Percent of Grant Award	Amount Procured (a)	Procurement Balance	Original Date Procured	Expended YTD	Percent YTD	Percent Expected YTD
1	Outpatient/Ambulatory Primary Care	9,783,470	0	100,096	0	0	9,883,566	44.79%	9,883,566	0		5,644,844	57%	58%
1.a	Primary Care - Public Clinic (a)	3,591,064	0	0	0	0	3,591,064	16.27%	3,591,064	0	3/1/2019	\$2,177,381	61%	58%
1.b	Primary Care - CBO Targeted to AA (a) (e) (f)	940,447	0	25,032	0	0	965,479	4.38%	965,479	0	3/1/2019	\$769,058	80%	58%
1.c	Primary Care - CBO Targeted to Hispanic (a) (e)	786,424	0	25,032	0	0	811,456	3.68%	811,456	0	3/1/2019	\$725,521	89%	58%
1.d	Primary Care - CBO Targeted to White/MSM (a) (e)	1,023,797	0	25,032	0	0	1,048,829	4.75%	1,048,829	0	3/1/2019	\$421,679	40%	58%
1.e	Primary Care - CBO Targeted to Rural (a) (e)	1,149,761	0	0	0	0	1,149,761	5.21%	1,149,761	0	3/1/2019	\$600,381	52%	58%
1.f	Primary Care - Women at Public Clinic (a)	1,874,540	0	0	0	0	1,874,540	8.50%	1,874,540	0	3/1/2019	\$712,259	38%	58%
1.g	Primary Care - Pediatric (a.1)	15,437	0	0	0	0	15,437	0.07%	15,437	0	3/1/2019	\$5,400	35%	58%
1.h	Vision	402,000	0	25,000	0	0	427,000	1.94%	427,000	0	3/1/2019	\$233,165	55%	58%
2	Medical Case Management	2,535,802	0	50,000	-120,000	0	2,465,802	11.17%	2,465,802	0		928,033	38%	58%
2.a	Clinical Case Management	488,656	0	0	0	0	488,656	2.21%	488,656	0	3/1/2019	\$281,067	58%	58%
2.b	Med CM - Public Clinic (a)	482,722	0	0	0	0	482,722	2.19%	482,722	0	3/1/2019	\$108,307	22%	58%
2.c	Med CM - Targeted to AA (a) (e)	321,070	0	16,666	0	0	337,736	1.53%	337,736	0	3/1/2019	\$163,381	48%	58%
2.d	Med CM - Targeted to H/L (a) (e)	321,072	0	16,666	0	0	337,738	1.53%	337,738	0	3/1/2019	\$57,711	17%	58%
2.e	Med CM - Targeted to W/MSM (a) (e)	107,247	0	16,668	0	0	123,915	0.56%	123,915	0	3/1/2019	\$56,504	46%	58%
2.f	Med CM - Targeted to Rural (a)	348,760	0	0	-60,000	0	288,760	1.31%	288,760	0	3/1/2019	\$128,241	44%	58%
2.g	Med CM - Women at Public Clinic (a)	180,311	0	0	0	0	180,311	0.82%	180,311	0	3/1/2019	\$47,904	27%	58%
2.h	Med CM - Targeted to Pedi (a.1)	160,051	0	0	-60,000	0	100,051	0.45%	100,051	0	3/1/2019	\$20,562	21%	58%
2.i	Med CM - Targeted to Veterans	80,025	0	0	0	0	80,025	0.36%	80,025	0	3/1/2019	\$43,727	55%	58%
2.j	Med CM - Targeted to Youth	45,888	0	0	0	0	45,888	0.21%	45,888	0	3/1/2019	\$20,630	45%	58%
3	Local Pharmacy Assistance Program (a) (e)	2,657,166	500,000	125,126	0	0	3,282,292	14.88%	3,282,292	0	3/1/2019	\$927,010	28%	58%
4	Oral Health	166,404	0	0	0	0	166,404	0.75%	166,404	0	3/1/2019	97,050	58%	58%
4.a	Oral Health - Untargeted (c)	0	0	0	0	0	0	0.00%	0	0	N/A	\$0	0%	0%
4.b	Oral Health - Targeted to Rural	166,404	0	0	0	0	166,404	0.75%	166,404	0	3/1/2019	\$97,050	58%	58%
5	Mental Health Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
6	Health Insurance (c)	1,173,070	166,000	0	0	0	1,339,070	6.07%	1,339,239	-169	3/1/2019	\$752,954	56%	58%
7	Home and Community-Based Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
8	Substance Abuse Services - Outpatient	45,677	0	0	-10,000	0	35,677	0.16%	35,677	0	3/1/2019	\$15,306	43%	58%
9	Early Intervention Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
10	Medical Nutritional Therapy (supplements)	341,395	0	0	0	0	341,395	1.55%	341,395	0	3/1/2019	\$191,208	56%	58%
11	Hospice Services	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
12	Outreach Services	420,000	0	0	0	0	420,000	1.90%	420,000	0	3/1/2019	\$145,613	35%	58%
13	Emergency Financial Assistance	450,000	0	0	0	0	450,000	2.04%	450,000	0	3/1/2019	\$199,957	44%	58%
14	Referral for Health Care and Support Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
15	Non-Medical Case Management	1,231,002	0	100,000	-25,000	0	1,306,002	5.92%	1,306,002	0		849,034	65%	58%
15.a	Service Linkage targeted to Youth	110,793	0	0	-10,000	0	100,793	0.46%	100,793	0	3/1/2019	\$60,703	60%	58%
15.b	Service Linkage targeted to Newly-Diagnosed/Not-in-Care	100,000	0	0	-15,000	0	85,000	0.39%	85,000	0	3/1/2019	\$49,631	58%	58%
15.c	Service Linkage at Public Clinic (a)	427,000	0	0	0	0	427,000	1.94%	427,000	0	3/1/2019	\$271,267	64%	58%
15.d	Service Linkage embedded in CBO Pcare (a) (e)	593,209	0	100,000	0	0	693,209	3.14%	693,209	0	3/1/2019	\$467,432	67%	58%
16	Medical Transportation	424,911	0	0	0	0	424,911	1.93%	424,911	0		204,636	48%	58%
16.a	Medical Transportation services targeted to Urban	252,680	0	0	0	0	252,680	1.15%	252,680	0	3/1/2019	\$170,378	67%	58%
16.b	Medical Transportation services targeted to Rural	97,185	0	0	0	0	97,185	0.44%	97,185	0	3/1/2019	\$34,258	35%	58%
16.c	Transportation vouchers (bus passes & gas cards)	75,046	0	0	0	0	75,046	0.34%	75,046	0	3/1/2019	\$0	0%	0%
17	Linguistic Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
BES27516	Total Service Dollars	19,228,897	666,000	375,222	-155,000	0	20,115,119	89.26%	20,115,288	-169		9,955,645	49%	58%
	Grant Administration	1,675,047	119,600	0	0	0	1,794,647	8.13%	1,794,647	0	N/A	627,328	35%	58%
BES27517	HCPHES/RWGA Section	1,183,084	119,600	0	0	0	1,302,684	5.90%	1,302,684	0	N/A	\$462,731	36%	58%
PC	RWPC Support*	491,963	0	0	0	0	491,963	2.23%	491,963	0	N/A	164,598	33%	58%

FY 2019 Ryan White Part A and MAI Service Utilization Report

RW PART A SUR- 1st Quarter (3/1-5/31)																		
Priority	Service Category	Goal	Unduplicated Clients Served YTD	Male	Female	Trans gender	AA (non-Hispanic)	White (non-Hispanic)	Other (non-Hispanic)	Hispanic	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65 plus
1	Outpatient/Ambulatory Primary Care (excluding Vision)	6,467	4,210	71%	27%	1%	41%	15%	3%	41%	0%	0%	4%	24%	27%	14%	28%	2%
1.a	Primary Care - Public Clinic (a)	2,350	2,098	68%	31%	1%	47%	10%	2%	41%	0%	0%	2%	15%	26%	16%	37%	4%
1.b	Primary Care - CBO Targeted to AA (a)	1,060	611	62%	35%	4%	100%	0%	0%	0%	0%	0%	6%	39%	28%	11%	14%	1%
1.c	Primary Care - CBO Targeted to Hispanic (a)	960	737	82%	16%	1%	0%	0%	0%	100%	0%	1%	8%	30%	31%	13%	18%	1%
1.d	Primary Care - CBO Targeted to White and/or MSM (a)	690	391	87%	13%	1%	0%	85%	15%	0%	0%	1%	4%	28%	21%	18%	27%	2%
1.e	Primary Care - CBO Targeted to Rural (a)	400	413	69%	30%	1%	42%	25%	1%	31%	0%	0%	7%	31%	27%	12%	21%	1%
1.f	Primary Care - Women at Public Clinic (a)	1,000	656	0%	100%	0%	58%	7%	2%	33%	0%	0%	1%	11%	29%	19%	35%	5%
1.g	Primary Care - Pediatric (a)	7	4	100%	0%	0%	25%	0%	0%	75%	25%	25%	50%	0%	0%	0%	0%	0%
1.h	Vision	1,600	747	73%	25%	1%	48%	12%	3%	37%	0%	0%	4%	23%	23%	14%	31%	5%
2	Medical Case Management (f)	3,075	2,287															
2.a	Clinical Case Management	600	494	77%	20%	2%	53%	15%	2%	31%	0%	1%	3%	29%	24%	9%	30%	4%
2.b	Med CM - Targeted to Public Clinic (a)	280	279	95%	4%	1%	67%	8%	2%	23%	0%	0%	1%	31%	22%	13%	30%	3%
2.c	Med CM - Targeted to AA (a)	550	536	66%	31%	2%	100%	0%	0%	0%	0%	0%	6%	36%	26%	11%	18%	2%
2.d	Med CM - Targeted to H/L(a)	550	180	79%	18%	3%	0%	0%	0%	100%	0%	1%	8%	28%	36%	7%	18%	1%
2.e	Med CM - Targeted to White and/or MSM (a)	260	187	83%	16%	1%	0%	92%	8%	0%	0%	0%	2%	22%	18%	20%	35%	4%
2.f	Med CM - Targeted to Rural (a)	150	327	68%	31%	0%	47%	29%	3%	20%	0%	0%	5%	26%	19%	11%	34%	4%
2.g	Med CM - Targeted to Women at Public Clinic (a)	240	116	0%	100%	0%	71%	8%	3%	19%	0%	0%	0%	12%	30%	17%	37%	3%
2.h	Med CM - Targeted to Pedi (a)	125	56	59%	41%	0%	70%	5%	2%	23%	55%	34%	11%	0%	0%	0%	0%	0%
2.i	Med CM - Targeted to Veterans	200	108	94%	6%	0%	71%	20%	1%	7%	0%	0%	0%	0%	5%	3%	61%	31%
2.j	Med CM - Targeted to Youth	120	4	75%	25%	0%	50%	25%	0%	25%	0%	0%	100%	0%	0%	0%	0%	0%
3	Local Drug Reimbursement Program (a)	2,845	2,149	74%	23%	3%	46%	15%	2%	37%	0%	0%	4%	25%	27%	16%	26%	2%
4	Oral Health	200	162	67%	33%	0%	44%	33%	2%	21%	0%	0%	4%	17%	28%	12%	33%	5%
4.a	Oral Health - Untargeted (d)	NA																
4.b	Oral Health - Rural Target	200	162	67%	33%	0%	44%	33%	2%	21%	0%	0%	4%	17%	28%	12%	33%	5%
5	Mental Health Services (d)	NA																
6	Health Insurance	1,700	1,101	78%	21%	1%	44%	26%	3%	27%	0%	0%	1%	14%	17%	14%	44%	10%
7	Home and Community Based Services (d)	NA																
8	Substance Abuse Treatment - Outpatient	40	8	88%	13%	0%	25%	38%	13%	25%	0%	0%	0%	13%	38%	38%	13%	0%
9	Early Medical Intervention Services (d)	NA																
10	Medical Nutritional Therapy/Nutritional Supplements	650	289	78%	21%	0%	35%	26%	3%	36%	0%	0%	1%	10%	14%	15%	49%	11%
11	Hospice Services (d)	NA																
12	Outreach	700	180	76%	22%	2%	59%	8%	1%	32%	0%	1%	8%	26%	22%	14%	27%	2%
13	Non-Medical Case Management	7,045	2,854															
13.a	Service Linkage Targeted to Youth	320	74	78%	20%	1%	53%	4%	3%	41%	0%	19%	81%	0%	0%	0%	0%	0%
13.b	Service Linkage at Testing Sites	260	47	77%	23%	0%	53%	11%	6%	30%	0%	0%	0%	47%	28%	6%	11%	9%
13.c	Service Linkage at Public Clinic Primary Care Program (a)	3,700	1,489	66%	33%	1%	62%	10%	2%	27%	0%	0%	0%	16%	25%	14%	40%	4%
13.d	Service Linkage at CBO Primary Care Programs (a)	2,765	1,244	72%	26%	2%	50%	14%	2%	35%	1%	1%	6%	27%	26%	10%	25%	3%
14	Transportation	2,850	962															
14.a	Transportation Services - Urban	170	252	66%	33%	1%	61%	10%	3%	26%	0%	1%	3%	31%	23%	14%	25%	3%
14.b	Transportation Services - Rural	130	64	75%	23%	2%	39%	39%	2%	20%	0%	0%	3%	16%	22%	9%	47%	3%
14.c	Transportation vouchering	2,550	646															
15	Linguistic Services (d)	NA																
16	Emergency Financial Assistance (e)	NA	150	75%	23%	3%	46%	7%	2%	45%	0%	1%	3%	24%	31%	13%	26%	2%
17	Referral for Health Care - Non Core Service (d)	NA																
Net unduplicated clients served - all categories*		12,941	8,782	73%	26%	1%	49%	15%	2%	33%	0%	1%	4%	22%	24%	13%	32%	4%
Living AIDS cases + estimated Living HIV non-AIDS (from FY 18 App) (b)		NA	28,225	60%	21%		39%	18%	3%	20%	0%	5%		15%	22%	25%		15%

FY 2019 Ryan White Part A and MAI Service Utilization Report

RW MAI Service Utilization Report - 1st Quarter (03/01 -05/31)																		
Priority	Service Category MAI unduplicated served includes clients also served under Part A	Goal	Unduplicated MAI Clients Served YTD	Male	Female	Trans gender	AA (non-Hispanic)	White (non-Hispanic)	Other (non-Hispanic)	Hispanic	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65 plus
Outpatient/Ambulatory Primary Care (excluding Vision)																		
1.b	Primary Care - MAI CBO Targeted to AA (g)	1,060		71%	27%	3%	100%	0%	0%	0%	0%	0%	7%	39%	25%	10%	17%	1%
1.c	Primary Care - MAI CBO Targeted to Hispanic (g)	960		84%	14%	1%	0%	0%	0%	100%	0%	1%	7%	27%	35%	13%	16%	1%
2 Medical Case Management (f)																		
2.c	Med CM - Targeted to AA (a)	1,060	443	62%	36%	2%	52%	14%	4%	30%	0%	2%	4%	40%	26%	12%	13%	2%
2.d	Med CM - Targeted to H/L(a)	960	238	82%	12%	6%	45%	15%	3%	36%	0%	6%	9%	30%	33%	6%	15%	0%

RW Part A New Client Service Utilization Report - 1st Quarter (03/01-05/31)
Report reflects the number & demographics of clients served during the report period who did not receive services during previous 12 months (3/1/18 - 2/28/19)

Priority	Service Category	Goal	Unduplicated New Clients Served YTD	Male	Female	Trans gender	AA (non-Hispanic)	White (non-Hispanic)	Other (non-Hispanic)	Hispanic	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65 plus
1	Primary Medical Care	2,100	446	72%	26%	2%	52%	12%	3%	33%	0%	2%	11%	31%	27%	12%	2%	15%
2	LPAP	1,200	99	62%	36%	2%	52%	14%	4%	30%	0%	2%	4%	40%	26%	12%	2%	13%
3.a	Clinical Case Management	400	33	82%	12%	6%	45%	15%	3%	36%	0%	6%	9%	30%	33%	6%	0%	15%
3.b-3.h	Medical Case Management	1,600	270	71%	27%	1%	61%	11%	2%	26%	1%	3%	6%	33%	26%	13%	1%	17%
3.i	Medical Case Management - Targeted to Veterans	60	15	100%	0%	0%	60%	33%	7%	0%	0%	0%	0%	0%	13%	0%	40%	47%
4	Oral Health	40	17	57%	43%	0%	43%	29%	0%	29%	0%	0%	14%	29%	14%	0%	14%	29%
12.a. 12.c. 12.d.	Non-Medical Case Management (Service Linkage)	3,700	559	70%	29%	1%	55%	15%	2%	28%	0%	2%	7%	24%	26%	12%	27%	3%
12.b	Service Linkage at Testing Sites	260	36	83%	17%	0%	50%	11%	6%	33%	0%	0%	19%	39%	19%	6%	11%	6%
Footnotes:																		
(a)	Bundled Category																	
(b)	Age groups 13-19 and 20-24 combined together; Age groups 55-64 and 65+ combined together.																	
(d)	Funded by Part B and/or State Services																	
(e)	Total MCM served does not include Clinical Case Management																	
(f)	CBO Pcare targeted to AA (1.b) and HL (1.c) goals represent combined Part A and MAI clients served																	

Priority	Service Category	Original Allocation <i>RWPC Approved Level Funding Scenario</i>	Award Reconciliation (b)	July Adjustments (carryover)	October Adjustments	Final Quarter Adjustments	Total Allocation	Percent of Grant Award	Amount Procured (a)	Procurement Balance	Original Date Procured	Expended YTD	Percent YTD	Percent Expected YTD
1	Outpatient/Ambulatory Primary Care	9,783,470	0	100,096	0	0	9,883,566	44.79%	9,883,566	0		2,615,630	26%	42%
1.a	Primary Care - Public Clinic (a)	3,591,064	0	0	0	0	3,591,064	16.27%	3,591,064	0	3/1/2019	\$539,566	15%	42%
1.b	Primary Care - CBO Targeted to AA (a) (e) (f)	940,447	0	25,032	0	0	965,479	4.38%	965,479	0	3/1/2019	\$454,862	47%	42%
1.c	Primary Care - CBO Targeted to Hispanic (a) (e)	786,424	0	25,032	0	0	811,456	3.68%	811,456	0	3/1/2019	\$475,726	59%	42%
1.d	Primary Care - CBO Targeted to White/MSM (a) (e)	1,023,797	0	25,032	0	0	1,048,829	4.75%	1,048,829	0	3/1/2019	\$284,393	27%	42%
1.e	Primary Care - CBO Targeted to Rural (a) (e)	1,149,761	0	0	0	0	1,149,761	5.21%	1,149,761	0	3/1/2019	\$418,944	36%	42%
1.f	Primary Care - Women at Public Clinic (a)	1,874,540	0	0	0	0	1,874,540	8.50%	1,874,540	0	3/1/2019	\$273,673	15%	42%
1.g	Primary Care - Pediatric (a.1)	15,437	0	0	0	0	15,437	0.07%	15,437	0	3/1/2019	\$2,400	16%	42%
1.h	Vision	402,000	0	25,000	0	0	427,000	1.94%	427,000	0	3/1/2019	\$166,065	39%	42%
2	Medical Case Management	2,535,802	0	50,000	0	0	2,585,802	11.72%	2,585,802	0		585,925	23%	42%
2.a	Clinical Case Management	488,656	0	0	0	0	488,656	2.21%	488,656	0	3/1/2019	\$201,297	41%	42%
2.b	Med CM - Public Clinic (a)	482,722	0	0	0	0	482,722	2.19%	482,722	0	3/1/2019	\$31,958	7%	42%
2.c	Med CM - Targeted to AA (a) (e)	321,070	0	16,666	0	0	337,736	1.53%	337,736	0	3/1/2019	\$107,480	32%	42%
2.d	Med CM - Targeted to H/L (a) (e)	321,072	0	16,666	0	0	337,738	1.53%	337,738	0	3/1/2019	\$39,935	12%	42%
2.e	Med CM - Targeted to W/MSM (a) (e)	107,247	0	16,668	0	0	123,915	0.56%	123,915	0	3/1/2019	\$40,093	32%	42%
2.f	Med CM - Targeted to Rural (a)	348,760	0	0	0	0	348,760	1.58%	348,760	0	3/1/2019	\$89,692	26%	42%
2.g	Med CM - Women at Public Clinic (a)	180,311	0	0	0	0	180,311	0.82%	180,311	0	3/1/2019	\$19,416	11%	42%
2.h	Med CM - Targeted to Pedi (a.1)	160,051	0	0	0	0	160,051	0.73%	160,051	0	3/1/2019	\$17,499	11%	42%
2.i	Med CM - Targeted to Veterans	80,025	0	0	0	0	80,025	0.36%	80,025	0	3/1/2019	\$32,469	41%	42%
2.j	Med CM - Targeted to Youth	45,888	0	0	0	0	45,888	0.21%	45,888	0	3/1/2019	\$6,087	13%	42%
3	Local Pharmacy Assistance Program (a) (e)	2,657,166	500,000	125,126	0	0	3,282,292	14.88%	3,282,292	0	3/1/2019	\$487,752	15%	42%
4	Oral Health	166,404	0	0	0	0	166,404	0.75%	166,404	0	3/1/2019	70,400	42%	42%
4.a	Oral Health - Untargeted (c)	0	0	0	0	0	0	0.00%	0	0	N/A	\$0	0%	0%
4.b	Oral Health - Targeted to Rural	166,404	0	0	0	0	166,404	0.75%	166,404	0	3/1/2019	\$70,400	42%	42%
5	Mental Health Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
6	Health Insurance (c)	1,173,070	166,000	0	0	0	1,339,070	6.07%	1,339,239	-169	3/1/2019	\$535,467	40%	42%
7	Home and Community-Based Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
8	Substance Abuse Services - Outpatient	45,677	0	0	0	0	45,677	0.21%	45,677	0	3/1/2019	\$9,138	20%	42%
9	Early Intervention Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
10	Medical Nutritional Therapy (supplements)	341,395	0	0	0	0	341,395	1.55%	341,395	0	3/1/2019	\$135,426	40%	42%
11	Hospice Services	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
12	Outreach Services	420,000	0	0	0	0	420,000	1.90%	420,000	0	3/1/2019	\$70,575	17%	42%
13	Emergency Financial Assistance	450,000	0	0	0	0	450,000	2.04%	450,000	0	3/1/2019	\$120,778	27%	42%
14	Referral for Health Care and Support Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
15	Non-Medical Case Management	1,231,002	0	100,000	0	0	1,331,002	6.03%	1,331,002	0		431,851	32%	42%
15.a	Service Linkage targeted to Youth	110,793	0	0	0	0	110,793	0.50%	110,793	0	3/1/2019	\$23,976	22%	42%
15.b	Service Linkage targeted to Newly-Diagnosed/Not-in-Care	100,000	0	0	0	0	100,000	0.45%	100,000	0	3/1/2019	\$29,922	30%	42%
15.c	Service Linkage at Public Clinic (a)	427,000	0	0	0	0	427,000	1.94%	427,000	0	3/1/2019	\$86,014	20%	42%
15.d	Service Linkage embedded in CBO Pcare (a) (e)	593,209	0	100,000	0	0	693,209	3.14%	693,209	0	3/1/2019	\$291,938	42%	42%
16	Medical Transportation	424,911	0	0	0	0	424,911	1.93%	424,911	0		147,132	35%	42%
16.a	Medical Transportation services targeted to Urban	252,680	0	0	0	0	252,680	1.15%	252,680	0	3/1/2019	\$124,934	49%	42%
16.b	Medical Transportation services targeted to Rural	97,185	0	0	0	0	97,185	0.44%	97,185	0	3/1/2019	\$22,198	23%	42%
16.c	Transportation vouchers (bus passes & gas cards)	75,046	0	0	0	0	75,046	0.34%	75,046	0	3/1/2019	\$0	0%	0%
17	Linguistic Services (c)	0	0	0	0	0	0	0.00%	0	0	NA	\$0	0%	0%
	Total Service Dollars	19,228,897	666,000	375,222	0	0	20,270,119	89.96%	20,270,288	-169		5,210,072	26%	42%
	Grant Administration	1,675,047	119,600	0	0	0	1,794,647	8.13%	1,794,647	0	N/A	627,328	35%	42%
	HCPHES/RWGA Section	1,183,084	119,600	0	0	0	1,302,684	5.90%	1,302,684	0	N/A	\$462,731	36%	42%
	RWPC Support*	491,963	0	0	0	0	491,963	2.23%	491,963	0	N/A	164,598	33%	42%

The Houston Regional HIV/AIDS Resource Group, Inc.
FY 1920 Ryan White Part B
Procurement Report
April 1, 2019 - March 31, 2020



Reflects spending through August 2019

Spending Target: 41.7%

Revised 9/26/19

Priority	Service Category	Original Allocation per RWPC	% of Grant Award	Amendment*	Contractual Amount	Amendment	Contractual Amount	Date of Original Procurement	Expended YTD	Percent YTD
4	Oral Health Care	\$2,186,905	65%	\$31,973	\$2,218,878	\$0	\$2,218,878	4/1/2019	\$879,609	40%
5	Health Insurance Premiums and Cost Sharing (1)	\$1,040,351	31%	\$0	\$1,040,351	\$0	\$1,040,351	4/1/2019	\$0	0%
8	Home and Community Based Health Services	\$113,315	3%	\$0	\$113,315	\$0	\$113,315	4/1/2019	\$54,000	48%
	Increased RWB Award added to OHS per Increase Scenario*	\$0	0%	-\$31,973	\$0					
Total Houston HSDA		3,340,571	100%	0	3,372,544	\$0	\$3,372,544		933,609	28%

Note: Spending variances of 10% of target will be addressed:

- 1 HIP - Funded by Part A, B and State Services. Provider spends grant funds by ending dates Part A- 2/28; B-3/31; SS-8/31.
- No expenditures submitted - Focusing on spending State Services funds.

The Houston Regional HIV/AIDS Resource Group, Inc.
FY 1819 DSHS State Services
Procurement Report
September 1, 2018- August 31, 2019



Chart reflects spending through August 2019

Spending Target: 100.0%

Revised 9/26/2019

Priority	Service Category	Original Allocation per RWPC	% of Grant Award	Amendments per RWPC	Contractual Amount	Amendment	Contractual Amount	Date of Original Procurement	Expended YTD	Percent YTD
5	Health Insurance Premiums and Cost Sharing	\$979,694	52%	\$142,285	\$1,121,979	\$100,000	\$1,221,979	9/1/2018	\$1,158,880	95%
6	Mental Health Services (1)	\$300,000	16%	\$0	\$300,000	-\$100,000	\$200,000	9/1/2018	\$162,969	81%
7	EIS - Incarcerated	\$166,211	9%	\$0	\$166,211	\$0	\$166,211	9/1/2018	\$165,924	100%
11	Hospice (2)	\$359,832	19%		\$359,832	\$0	\$359,832	9/1/2018	\$252,120	70%
15	Linguistic Services (3)	\$68,000	4%		\$68,000	\$0	\$68,000	9/1/2018	\$52,513	77%
	Increased award amount -Approved by RWPC for Health Insurance (a)	\$0	0%	-\$142,285						
Total Houston HSDA		1,873,737	100%	\$0	\$2,016,022	\$0	\$2,016,022		1,792,405	89%

- (1) Mental Health Services are under utilized. 2nd provider has been slow to increase service utilization.
- (2) Hospice care has had lower than expected client turn out and agency has other grant funding. Service category has been reduced for next grant cycle during P&A
- (3) Linguistic has slow billing but there has been lower than expected client utilization.
- (a) Reflect increase in State Services award and RWPC approval of increasing HIP category

* Final numbers will be presented after closeout period. TRG will move funds to other HSDAs to expend all grant funds to met the required 95% spent threshold.

2019-2020 Ryan White Part B Service Utilization Report
4/1/2019 - 6/30/2020 Houston HSDA (4816)
1st Quarter

Revised 7/31/2019

Funded Service	UDC		Gender				Race				Age Group							
	Goal	YTD	Male	Female	FTM	MTF	AA	White	Hisp	Other	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65+
Health Insurance Premiums & Cost Sharing Assistance	1,000	384	84.38%	15.62%	0.00%	0.00%	31.51%	33.08%	31.77%	3.64%	0.00%	0.00%	0.26%	13.54%	17.73%	30.72%	33.59%	4.16%
Home & Community Based Health Services	30	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Oral Health Care	2,500	2,041	72.36%	26.32%	0.09%	1.23%	50.14%	13.92%	32.85%	3.09%	0.00%	0.09%	1.98%	17.06%	21.89%	26.96%	24.97%	7.05%
Unduplicated Clients Served By RW Part B Funds	NA	2,425	78.37%	20.97%	0.05%	0.62%	40.83%	23.50%	32.31%	3.37%	0.00%	0.05%	1.12%	15.30%	19.81%	28.84%	29.28%	5.61%

2018 - 2019 DSHS State Services Service Utilization Report
9/1/2018 thru 8/31/2019 Houston HSDA
3rd Quarter

Revised 9/30/2019

Funded Service	UDC		Gender				Race				Age Group							
	Goal	YTD	Male	Female	FTM	MTF	AA	White	Hisp	Other	0-12	13-19	20-24	25-34	35-44	45-49	50-64	65+
Early Intervention Services	871	712	84.97%	15.03%	0.00%	2.39%	68.96%	16.15%	13.76%	1.13%	0.00%	0.99%	6.04%	32.16%	24.44%	23.17%	12.22%	0.98%
Health Insurance Premiums	1,600	2,345	80.64%	18.77%	0.04%	0.55%	45.37%	25.58%	26.33%	2.72%	0.00%	0.24%	2.43%	17.69%	19.40%	27.67%	24.13%	8.44%
Hospice	38	33	87.87%	12.13%	0.00%	0.00%	45.45%	42.42%	12.13%	0.00%	0.00%	0.00%	3.03%	3.03%	21.22%	18.18%	39.39%	15.15%
Linguistic Services	150	53	48.11%	50.01%	0.00%	1.88%	56.60%	3.77%	7.55%	32.08%	0.00%	0.00%	5.68%	22.64%	24.53%	35.84%	7.54%	3.77%
Mental Health Services	325	215	85.12%	11.63%	0.00%	3.25%	36.28%	41.86%	19.53%	2.33%	0.00%	0.00%	0.00%	20.46%	21.39%	28.83%	24.18%	5.14%
Unduplicated Clients Served By State Services Funds:	NA	3,358	77.34%	21.51%	0.01%	1.14%	50.53%	25.96%	15.86%	7.65%	0.00%	0.25%	3.44%	19.20%	22.20%	26.74%	21.49%	6.70%

Houston Ryan White Health Insurance Assistance Service Utilization Report



Period Reported:

09/01/2018-8/31/19

Revised: 9/24/2019

Request by Type	Assisted			NOT Assisted		
	Number of Requests (UOS)	Dollar Amount of Requests	Number of Clients (UDC)	Number of Requests (UOS)	Dollar Amount of Requests	Number of Clients (UDC)
Medical Co-Payment	1883	\$188,882.45	820			0
Medical Deductible	468	\$179,877.18	284			0
Medical Premium	7065	\$2,762,145.91	833			0
Pharmacy Co-Payment	9012	\$659,869.49	1600			0
APTC Tax Liability	1	\$500.00	1			0
Out of Network Out of Pocket	0	\$0.00	0			0
ACA Premium Subsidy Repayment	10	\$3,751.00	8	NA	NA	NA
Totals:	18439	\$3,787,524.03	3546	0	\$0.00	

Comments: This report represents services provided under all grants.

Houston Ryan White Health Insurance Assistance Service Utilization Report

Period Reported:

09/01/2018-6/30/19

Revised: 7/29/2019



Request by Type	Assisted			NOT Assisted		
	Number of Requests (UOS)	Dollar Amount of Requests	Number of Clients (UDC)	Number of Requests (UOS)	Dollar Amount of Requests	Number of Clients (UDC)
Medical Co-Payment	117	\$11,232.38	82			0
Medical Deductible	40	\$9,772.35	37			0
Medical Premium	521	\$209,214.35	456			0
Pharmacy Co-Payment	1389	\$50,609.97	417			0
APTC Tax Liability	0	\$0.00	0			0
Out of Network Out of Pocket	0	\$0.00	0			0
ACA Premium Subsidy Repayment	10	\$3,484.00	8	NA	NA	NA
Totals:	2077	\$277,345.05	1000	0	\$0.00	

Comments: This report represents services provided under all grants.

**2020-2021 Houston EMA: RWGA Part A
Standards of Care for HIV Services
Ryan White Grant Administration Section
SUMMARY OF PROPOSED CHANGES
AS OF 10/8/2019**

* = Initiated based on feedback received from RWPC

ISSUE	LOCATION	CURRENT	PROPOSED
Clarify requirements of Initial Training	General Standards 1.2 Page 4	“Initial training includes eight (8) hours of HIV basics, safety issues (fire & emergency preparedness, hazard communication, infection control, universal precautions), confidentiality issues, role of staff/volunteers...”	“Initial training includes eight (8) hours of: HIV basics, safety issues (fire & emergency preparedness, hazard communication, infection control, universal precautions), confidentiality issues, role of staff/volunteers (e.g. job description)... ”
Clarify expectations for annual review of staff guidelines	General Standards 2.3 Page 4	“...reviewed annually.”	“... staff should review these guidelines annually.”
*Grievance Procedure Protection from retaliation	General Standard 3.5 Page 8		“Grievance procedure includes but is not limited to... • Language outlining that clients cannot be retaliated against for filing grievances. ”
*Wait Lists	General Standard 4.12	“It is the expectation that clients will not be put on a Wait List nor will services be postponed or denied due to funding.”	“It is the expectation that clients will not be put on a Wait List nor will services be postponed or denied due to funding. ”

Acknowledge that providing emotionally supportive counseling is within the scope of case management services	Case Management description Page 19	“Case management services in HIV care facilitate client access to health care services, assist clients to navigate through the wide array of health care programs and ensure coordination of services to meet the unique needs of People Living with HIV (PLWH).”	“Case management services in HIV care facilitate client access to health care services, assist clients to navigate through the wide array of health care programs, provide short-term supportive counseling , ensure coordination of services to meet the unique needs of People Living with HIV (PLWH).”
Require field safety training for staff providing field-based services	Case Management 1.2 Page 20 Outreach Services 1.3 Page 45		“Staff who provide field-based services should receive at least two (2) hours of field safety training within their first six (6) months of employment.”
Specify that RWGA will offer IPV training at least twice each year	Case Management 1.2 Page 20		“Mandatory Intimate Partner Violence training is required annually and during orientation for all Ryan White Part A funded, primary care co-located, case management staff (SLW, MCM, CCM). RWGA will host two (2) IPV trainings annually.”
Increase licensure requirements for clinical case management	Clinical Case Management 1.1	All clinical case managers must have a current and in good standing State of Texas license (LBSW, LMSW, LCSW, LPC, LPC-I, LMFT, LMFT-A).	All clinical case managers must have a current and in good standing State of Texas license (LCSW, LPC, LPC-I, LMFT, LMFT-A) Staff providing Clinical Case Management services with LBSW or LMSW licensure must have accompanying LCDC, CI, Substance Abuse Counselor, or Addictions Counselor

certification or training. LMSWs receiving clinical supervision hours towards LCSW requirements may provide Clinical Case Management services under a waiver agreement.”

Increase income requirements for LPAP	Local Pharmacy Assistance Program 1.1 Page 38	“Income no greater than 500% of the Federal poverty level for HIV medications and no greater than 300% of the Federal poverty level for HIV-related medications.”	“Income no greater than 500% of the Federal poverty level for HIV medications and no greater than 400% of the Federal poverty level for HIV-related medications.”
Adjust meeting requirements for Outreach Workers	Outreach 1.3 Page 45	“The Outreach Workers are required to attend a minimum of eleven (11) of the (12) Outreach Worker meetings within the grant year, and one of the Joint Prevention and Care Collaborative Workshops presented by RGWA & HHD.”	The Outreach Workers are required to attend a minimum of five (5) of the six (6) Outreach Worker meetings and five (5) of the six (6) bi-monthly networking meeting facilitated by RWGA within the grant year, and one of the Joint Prevention and Care Collaborative Workshops presented by RGWA & HHD .
Clarify that progress notes need to be documented with 72 business hours	Case Management 2.2 page 19 Outreach 2.1 Page 46	“...documented in the client record within 72 hours of the occurrence.”	“...documented in the client record within 72 business hours of the occurrence.”
Replace “COH” (City of Houston) with HHD (Houston Health Department) throughout document	NMCM 2.1, 2.4 Page 27, 28 Outreach 1.3 Page 45		

Overview of
Changes 2019

TRG Standards of Care

Services Categories

Community-Based
Health Services

Early Intervention
Services-
Incarcerated

Health Insurance
Assistance

Hospice Services

Linguistics Services

Mental Health
Services

Oral Healthcare

Referral for
Healthcare- ADAP

Non-Medical Case
Management-
Targeting Substance
Use Disorders

Overview of Changes

Community-Based Health Services- HCBS

HCBS

- No recommendations
- All changes from 2019-2020 SOC review were updated and are reflected on the current SOC



Overview of Changes

Early Intervention
Services-Incarcerated-
EIS

EIS- revisions
from previous
year

Added: Progress Notes- Progress notes will be maintained in each primary client record with documentation of the assistance the EIS staff provided to clients to help achieve applicable goals, including successful linkage to OAHS services.

Added: Referral Process- Client record must document referrals at a minimum to:

- OAHS
- MCM
- Medical transportation, as applicable
- Mental Health, as applicable
- Substance Use Treatment, as applicable

Added: Referral Outcome- all documented referrals should document follow-up

Added: Case Closure Process- released client's should have their cases closed with a narrative of reason for closure; information of linkage to care (OAHS, MCM) and referral outcome (if applicable)

The slide features a large orange rectangle on the left side with the text 'EIS' in white. To the right of this rectangle are three stacked boxes, each with a brown header and a white body containing bulleted text. The first box is titled 'Assessment of Client:' and lists 'Mental health and substance use issues' and 'Housing/living situation'. The second box is titled 'Medication Regimen Establishment/Transition' and lists 'Added language: Staff will assist clients to become eligible for THMP/ADAP medication program prior to release through THMP Electronic Upload Process.' The third box is titled 'Referral Tracking- Added Outcomes' and lists 'Added language: The following outcomes will be documented:' followed by 'Initial Eligibility/Screening appointment with community clinic' and 'Initial Medical appointment with primary care provider'.

EIS

Assessment of Client:

- Mental health and substance use issues
- Housing/living situation

Medication Regimen Establishment/Transition

- Added language: Staff will assist clients to become eligible for THMP/ADAP medication program prior to release through THMP Electronic Upload Process.

Referral Tracking- Added Outcomes

- Added language: The following outcomes will be documented:
 - Initial Eligibility/Screening appointment with community clinic
 - Initial Medical appointment with primary care provider

The slide has a white background with two large orange shapes: a trapezoid on the left and a triangle on the right. The text 'Overview of Changes' is centered in a large, dark font, with 'Health Insurance Assistance- HIA' centered below it in a smaller, orange font.

Overview of Changes

Health Insurance Assistance- HIA

The logo for HIA (Hospice Interim Agency) is a solid orange rectangle with the letters "HIA" in white, sans-serif font centered within it.

HIA

Income Guidelines:

- Marketplace (ACA) Plans: 100-400% of Federal Poverty Level
- All other plans: 0-400% of Federal Poverty Level
- Exception: Clients who were enrolled (and have maintained their plans without a break in coverage), prior to November 1, 2015 will maintain their eligibility in subsequent plan years even if below 100% or between 400-500% of federal poverty guidelines.

The slide features a large orange rectangle on the right side containing the text "Overview of Changes" in white. Below this, a dark grey rectangle contains the text "Hospice Services" in orange. A light grey vertical bar is on the left side of the slide.

Overview of Changes

Hospice Services



Hospice



All changes from 2019-2020 SOC review were updated and are reflected on the current SOC



Overview of Changes

Linguistics Services



Linguistics

- No changes recommended
- All recommendations from last year are incorporated



Overview of Changes

Mental Health Services- MH





MH



-
- No changes recommended
 - All recommendations from last year are incorporated



Overview of Changes

Non-Medical Case Management- Targeting Substance
Use Disorder- N-MCM(SUD)



N-MCM (SUD)

Purpose

The purpose of Non-Medical Case Management (N-MCM) Services targeting Substance Use Disorders (SUD) is to assist people living with HIV (PLWH) who are also facing the challenges of substance use disorder to procure needed services so that the problems associated with living with HIV and/or SUD are mitigated.

Key activities include

- Initial assessment of service needs
- Development of a comprehensive, individualized care plan
- Continuous monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every six (6) months with adaptations as necessary
- Ongoing assessment of the PLWH's and other key family members' needs and personal support systems

**Limitation: Direct Medical Costs and Substance Abuse Treatment/Counseling cannot be billed under this contract.

N-MCM (SUD)

Staff Qualifications

- Non-Medical Case Managers must have at a minimum a Bachelor's degree from an accredited college or university with a major in social or behavioral sciences. Documented work experience in providing services to PLWH may be substituted for the Bachelor's degree requirement on a 1:1 basis (1 year of documented experience may be substituted for 1 year of college). All Non-Medical Case Management Workers must have a minimum of one (1) year work experience with PLWHA and/or substance use disorders.

N-MCM (SUD)

Core Components:

- Initial Assessment
 - The Initial Assessment is required for PLWHs who are enrolled in Non-Medical Case Management (N-MCM) services. It expands upon the information gathered during the intake phase to provide the broader base of knowledge needed to address complex, longer- standing access and/or barriers to medical and/or psychosocial needs.
- Care Planning
 - The PLWH and the N-MCM will actively work together to develop and implement the care plan. The care plan is updated with outcomes and revised or amended in response to changes in access to care and services at a minimum every six (6) months.
- Assistance in accessing services and follow-up
- Increase in health literacy
- Overdose Prevention and SUD Reduction
- Substance Use Treatment
- Harm and Risk Reduction

N-MCM (SUD)

Assistance in Accessing Services and Follow-Up

- **Added Language:** When PLWHs are provided assistance for services elsewhere, the referral should be documented and tracked. Referrals will be documented in the primary client record and, at a minimum, should include referrals for services such as: OAHS, MCM, Medical transportation, Mental Health, Substance Use Treatment, and any additional services necessary to help clients engage in their medical care.

Referral Tracking

- **Added Language:** All referrals made will have documentation of follow-up to the referral in the primary client record. Follow-up documentation should include the result of the referral made (successful or otherwise) and any additional assistance the N-MCM offered to the PLWH.

Overview of Changes

Oral Health Care Services- OHC

Dental and Medical History- Expanded language to include pregnancy status and assessment of osteoporotic medications

History will be updated at least annually

Treatment Plan- requires signature by oral health professional (electronic signature is acceptable)

Removed Requirement to update every six (6) months

Oral Health Education- Added language to include daily brushing and flossing; daily use of over-the-counter fluorides

Referrals- any referrals must have documented outcomes in the client record and/or follow-up

OHC
All changes
are reflected

Overview of Changes

Referral for Healthcare- RFHC

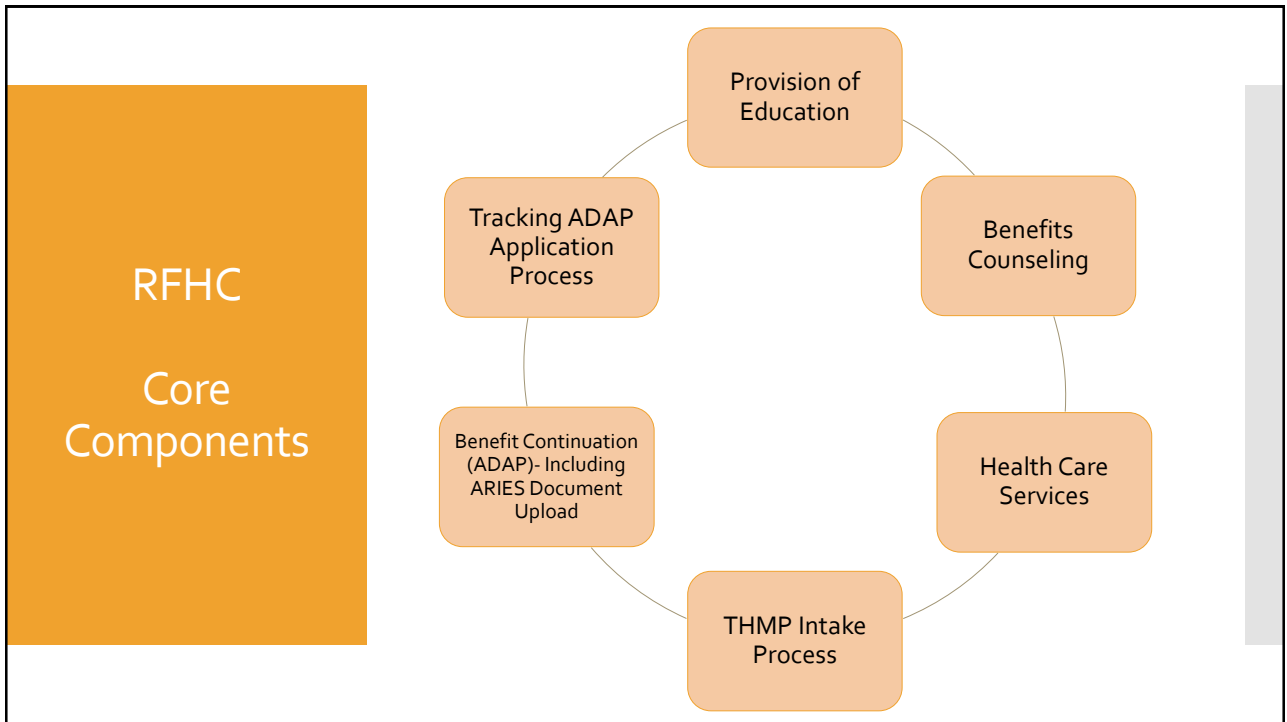
RFHC

- Referral for Health Care and Support Services directs people living with HIV (PLWH) to needed core medical or support services in person or through telephone, written, or other type of communication

Key Activities for ADAP Enrollment Workers (AEW)

AIDS Drug Assistance Program (ADAP) Enrollment Workers (AEW) will meet with new potential and established ADAP enrollees to:

1. Explain ADAP program benefits and requirements
2. Assist PLWHs and or staff with the submission of complete, accurate ADAP applications
3. Ensure there is no lapse in ADAP eligibility and loss of benefits, and
4. AEW will maintain relationships through the Ryan White ADAP Network (RWAN).



The diagram shows the RFHC Staff Training Requirement and Initial Provision of Client Education. On the left, a large orange rectangle contains the text "RFHC". To the right, the text is organized into sections:

Staff Training Requirement

- Complete the DSHS ADAP Enrollment Worker (AEW) Regional update at earliest published date after hire
- DSHS ARIES Document Upload Training (to include TRG upload observation module), completed no later than (45) days after completing ARIES certificate process
- Data Security and Confidentiality Training
(these training components are existing requirements)

Initial Provision of Client Education

ADD: Discussion outlining the recertification process, specific to THMP eligibility, including birth month recertification, half-birth month attestation and consequences of lapse.

RFHC

Health Care Services

- **ADD:** Staff will follow-up within (10) business days of an applicable referral provided to HIA, any core or support service to ensure the client accessed the service(s).

Benefits Continuation Process (ADAP)

- **Inserted:** Proactively contact ADAP enrollees 60-90 days prior to the enrollee's recertification deadline to ensure all necessary documentation is collected and accurate to complete the recertification process on or before the deadline.

ARIES Document Upload Process

- **Reworded:** ARIES Document Upload is the uniform practice for submission and approval of ADAP applications (with supportive documentation). This process ensures accurate submission and timely approvals, thereby expediting the ADAP application process.

RFHC- Measures

- Percentage of clients with documented evidence of education provided on other public and/or private benefit programs in the primary client record.
- Documented evidence of THMP education provided to new/potential clients in the primary client record.
- Documentation of acquisition of all required THMP application documentation (including proof of residency, income and MCF)
- Documentation of lapse benefits due to non-completion of timely recertification/attestation in the client's record.
- Documentation of upload receipt by THMP within (3) business days of application completion.

- ✓ Standard exists
- Standard partially exists, consider reviewing/revising
- ✗ Standard does not exist
- 🔍 Measurement does not exist

Mental Health	
<ul style="list-style-type: none"> • Clients should be made aware of how to address difficulty getting mental health service appointments. Clients should also be made aware of alternatives if no appointments are available. 	<ul style="list-style-type: none"> ○ Does waitlist exist for mental health appointments? What happens if a client is told there are no appointments available? 🔍 Measurement does not exist
<ul style="list-style-type: none"> • Clients should be made aware of how to address difficulty getting refills of psychotropic, experiencing delays/ barriers to getting medications for mental health or sleep disorders. 	<ul style="list-style-type: none"> ○ Consider adding language to include providing discussion of the mental health options when a client faces difficulty getting medications for mental health or sleep disorders. in Client Orientation and Coordination of Care 🔍 Measurement does not exist
Oral Health Care	
<ul style="list-style-type: none"> • Client friendly materials should be provided to educate clients on the oral health care services they are receiving. 	<ul style="list-style-type: none"> ○ Dental pamphlet and written process materials should be given. This can be a copy of the service plan in client friendly language. How many appointments approximately? How many week or months will approximately should the process take? A level of review or measurement should be implemented and followed in multiple years. There should be measurement or comparison as to how many appointments has a client had in a 2-year period compared to the prediction of time the process should have take. To identify excess of service and identify a review as to why is there an

	exception to expected outcome of this service.
<ul style="list-style-type: none"> • Clients should be informed of outside referrals that are available to them when the service cannot be provided within a reasonable time frame at the agency. 	<ul style="list-style-type: none"> ● “Referral for specialized care should be completed if clinically indicated”.is mentioned in the Scope of Work for Oral Health Care 9.1 What happens if a client is told the service is delayed until they are able to pay? Clients have been told Oral health care is vital, but they are not able to afford the service they need. 🔍 Measurement does not exist. Consider adding language to include
<ul style="list-style-type: none"> • Clients should be informed of the types of oral health services of services that are available to them. Clients should have access to current definitions and fees of dental services available to them. 	<ul style="list-style-type: none"> ● Limitations: Cosmetic dentistry for cosmetic purposes only is prohibited. What is the list of services considered Cosmetic? Clients do not determine what dental service they need, therefore what does a client do if they are informed that Ryan White funds do not cover the service the client needs. Is there a referral given? What are the options for a client when this happens?
Recommendations to improve overall access to services	
<ul style="list-style-type: none"> • Improve education about eligibility- expiration date in writing to clients • Healthcare Synchronize Care Coordination as a standard • Improve communication exchange and release of information • Service list of pamphlets • Improve communication of changes and updates to Ryan White clients 	
Referrals	
<ul style="list-style-type: none"> • Services are accessed by referral from case managers referral. Standards do not cover clients without a case manager for mental health. • The list of referral options oral health care and follow ups on follow up (referral tracking) 	<ul style="list-style-type: none"> ● Standard partially exists, consider reviewing/revising 🔍 Measurement does not exist

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

UNIVERSAL STANDARDS

The Universal Standards listed below are applicable to all service categories funded under the Ryan White Part B Program for direct care service providers. These Universal Standards are taken directly from the HRSA Standards listed in the Part B HIV/AIDS Bureau (HAB) Universal National Monitoring Standards and expanded to include DSHS program requirements for all Ryan White Part B and State Service sub-recipients. HRSA/HAB “expects recipients to monitor fiscal and programmatic compliance with all contracts and other agreements for HIV services in the State/Territory” and to report on “ongoing progress” of implementation of the National Monitoring Standards (NMS)¹.

Note: The Uniform Guidance, HHS Grants Policy Statement has not changed since January 1, 2007; Policy Clarification Notices, Program Letters, and the Notice of Grant Award are the Ryan White Part B grants management regulation and policy documents.²

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<p>Section A: ACCESS TO CARE <i>NOTE: Recipients receiving Federal financial assistance take steps to ensure that people with limited English proficiency can meaningfully access health and social services. See EO 13166, August 11, 2000; FY 2017 NOA Standard Terms #9. Providers will ensure clients have access to the language line to ensure people can meaningfully understand their treatment plans and care goals.</i></p>				
<p>1. Structured and ongoing efforts to obtain input from clients in the design and delivery of services</p>	<p>1. Documentation of Consumer Advisory Board and public meetings – minutes, and/or 2. Documentation of existence and appropriateness of a suggestion box or other client input mechanism, and/or 3. Documentation of content, use, and confidentiality of a client satisfaction survey or focus groups conducted at least annually</p>	<p>1. Maintain file of materials documenting Consumer Advisory Board (CAB) membership and meetings, including minutes and/or; 2. Maintain visible suggestion box or other client input mechanism and/or; 3. Regularly implement client satisfaction survey tool, focus groups, and/or public meetings, with analysis and use of results documented.</p>		<p>Universal National Monitoring Standards, Section A.1³; Program National Monitoring Standards (NMS), Section H.1a and H.1b; FY 2017 Part B Funding Opportunity Announcement (FOA), pp. 10-11; Part B Manual revised in 2015, p. 77; DSHS POPS 13.2. Public Health Service (PHS) Act, 42 U.S.C. sections 2602(b)(6), 2605 (a)(7)(B), 2617 (b)(5), 2617 (b)(6), 2617(b)(7)(A), 2616(c)(4).</p>

¹ FY 2017 Part B Funding Opportunity Announcement, pp. 22-23.

² Ryan White Part B Manual, 2015; pp. 56-57.

³ HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs & Division of State HIV/AIDS Programs National Monitoring Standards for Ryan White Part A and Part B Grantees: Universal – Part A and B (Covers Both Fiscal and Program Requirements). Accessed December 2016 on <http://hab.hrsa.gov/program-grants-management/ryan-white-hiv-aids-program-recipient-resources>. Universal Monitoring Standards will be utilized throughout Source Citation in this document and reflects this footnoted resource.

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section A: ACCESS TO CARE (continued)				
2. Provision of services regardless of an individual's ability to pay for the service	Sub-recipients billing and collection policies and procedures do <i>not</i> : <ul style="list-style-type: none"> ▪ Deny services for non-payment ▪ Deny payment for inability to produce income documentation ▪ Require full payment prior to service ▪ Include any other procedure that denies services for non-payment 	1. Have billing, collection, co-pay, and sliding fee policies that do not act as a barrier to providing services regardless of the client's ability to pay 2. Maintain file of individuals refused services with reasons for refusal specified; include in file any complaints from clients, with documentation of compliant review and decision reached		Universal National Monitoring Standards, Section A.2; Program Part B NMS, Section H.2b. PHS Act sections 2605(a)(7)(A)(i), and 2617(b)(7)(B)(i) DSHS Policy AA-5018 Section F.
3. Provision of services regardless of the current or past health condition of the individual to be served	Documentation of eligibility and clinical policies to ensure that they do <i>not</i> : <ul style="list-style-type: none"> ▪ Permit denial of services due to pre-existing conditions ▪ Permit denial of services due to non-HIV-related conditions (primary care) ▪ Provide any other barrier to care due to a person's past or present health condition 	1. Maintain files of eligibility and clinical policies 2. Maintain file of individuals refused services		Universal National Monitoring Standards, Section A.3; Program Part B NMS, Section H.2b PHS Act sections 2605(a)(7)(A) and 2617(b)(7)(B)(i) DSHS Policy AA-5018
4. Provision of services in a setting accessible to low-income individuals with HIV disease	1. A facility that is handicapped accessible, accessible by public transportation 2. Policies and procedures that provide, by referral or vouchers, transportation if facility is not accessible to public transportation 3. No policies that may act as a barrier to care for low-income individuals	1. Comply with Americans with Disabilities Act (ADA) requirements 2. Ensure that the facility is accessible by public transportation or provide for transportation assistance	NO direct cash payments to clients can be made for transportation needs.	Universal National Monitoring Standards, Section A.4; Program Part B NMS, Section H.2c PHS Act sections 2605(a)(7)(B), 2617(b)(7)(B)(ii), 2616(c)(4)

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section A: ACCESS TO CARE (continued)				
5. Efforts to inform low-income individuals of the availability of HIV-related services and how to access them	<p>Availability of informational materials about sub-recipient's services and eligibility requirements such as:</p> <ul style="list-style-type: none"> ▪ Newsletters ▪ Brochures ▪ Posters ▪ Community Bulletins ▪ Any other types of promotional materials 	Maintain file documenting sub-recipient's activities for the promotion of HIV services to low-income individuals, including copies of HIV program materials promoting services and explaining eligibility requirements		<p>Universal National Monitoring Standards, Section A.5; Program Part B NMS, Section H.2d</p> <p>PHS Act sections 2605(a)(7)(C), 2617(b)(7)(B)(iii), 2616(c)(3)</p>
Section B: Eligibility Determination				
<p>1. Eligibility determination and reassessment of clients to determine eligibility as specified by the jurisdiction (in this case State) or ADAP:</p> <ul style="list-style-type: none"> ▪ Eligibility determination of clients to determine eligibility for Ryan White services within a predetermined timeframe ▪ Reassessments of clients every 6 months to determine continued eligibility 	<p>1. Documentation of eligibility required in client records, with copies of documents (e.g., proof of HIV status, proof of residence, proof of income eligibility based on the income limit established by the State, ADAP, or local area, proof of insurance, uninsured or underinsured), using approved documentation as required by the State</p> <p>2. Eligibility and Determination Enrollment forms for other third party payors such as Medicaid and Medicare</p> <p>3. Eligibility policy and procedures on file</p> <p>4. Documentation that all staff involved in eligibility determination has participated in required training</p> <p>5. Sub-recipient client data reports are consistent with eligibility requirements specified by funder</p> <p>6. Documentation of reassessment of client's eligibility status every six months</p> <p>7. Training provided by the sub-recipient/contractor to ensure understanding of the policy and procedures</p>	<p>1. Initial Eligibility Determination & once a year/12-month period recertification documentation requirements:</p> <ul style="list-style-type: none"> ▪ HIV diagnosis (at initial determination) ▪ Proof of residence ▪ Low income (Not more than 500% of FPL) ▪ Uninsured or underinsured status (insurance verification as proof) ▪ Determination of eligibility and enrollment in other third party insurance programs including Medicaid and Medicare ▪ For underinsured, proof this service is not covered by other third party insurance programs including Medicaid and Medicare ▪ Proof of compliance with eligibility determination as defined by the State or ADAP 		<p>Universal National Monitoring Standards, Section B.1; FY 2017 FOA, pp. 15 & 43; Notice of Grant Award (NGA) dated 3/11/2016 for award #2 X07HA00054-26-00, Program Specific Terms (PST) #5; FY 2017 FOA Standard Terms #14 NMS: Frequently Asked Questions (FAQ), #35, 38-44.</p> <p>PHS Act sections 2616(b)(12), 2617(b)(7)(B)(iv)</p> <p>PCN #13-01 (rev 12/13/13), 13-02, 13-03 (rev 9/13/13), 16-02 (revised)</p> <p>DSHS Policy HIV/STD 220.001</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section B: Eligibility Determination (continued)				
<p>1. (Continued) Eligibility Determination</p>		<p>2. Recertification (minimum of every six months) documentation requirements:</p> <ul style="list-style-type: none"> • Proof of residence • Low income documentation (not more than 500% FPL) • Uninsured or underinsured status (insurance verification as proof) • Determination of eligibility and enrollment in other third party insurance programs including Medicaid and Medicare <p>Note: At six-month recertification, one of the following is acceptable: <i>full application and documentation, self-attestation of no change, or self-attestation of change with documentation.</i></p> <p>3. Proof of compliance with eligibility determination as defined by the State or ADAP</p> <p>4. Document that the process and timelines for establishing initial client eligibility, assessment, and recertification takes place at a minimum of every six months</p> <p>5. Document that all staff involved in eligibility determination have participated in required training</p> <p>6. Sub-recipient client data reports are consistent with eligibility requirements specified by funder, which demonstrates eligible clients are receiving allowable services</p>		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section B: Eligibility Determination (continued)				
2. Ensure military veterans with Department of Veterans Affairs (VA) benefits are deemed eligible for Ryan White services	Documentation that eligibility determination policies and procedures do not consider VA health benefits as the veteran's primary insurance and deny access to Ryan White services citing "payor of last resort"	Ensure that policies and procedures classify veterans receiving VA health benefits as uninsured, thus exempting these veterans from the "payor of last resort" requirement		Universal National Monitoring Standards, Section B.2; NMS FAQ #43; PCN 16-01 DSHS HIV/STD Policy 220.001
3. Payor of Last Resort: Ensure that RWHAP Part B and State Services funds distributed by DSHS are used as PoLR for eligible services and eligible clients.	Agencies have written policies and/or protocols for ensuring RWHAP Part B and State Services funds are used as PoLR for eligible services and eligible clients.	AAs will develop and assure compliance with local policies required by DSHS policies, and monitor provider billing of third party payors to determine compliance with PoLR requirements.		Part B Program National Monitoring Standards, Section H.4c; FY 2017 FOA, pp. 14, 15, 43; PCN 07-01; PCN 16-01; PCN 16-02; Part B Manual, p. 63 PHS Act section 2617(b)(7)(F) DSHS Policy 590.001 & 220.001
Section C: Anti-Kickback Statute				
1. Demonstrated structured and ongoing efforts to avoid fraud, waste and abuse (mismanagement) in any federally funded program	1. Employee Code of Ethics including: <ul style="list-style-type: none"> ▪ Conflict of Interest ▪ Prohibition on use of property, information or position without approval or to advance personal interest ▪ Fair dealing – engaged in fair and open competition ▪ Confidentiality ▪ Protection and use of company assets ▪ Compliance with laws, rules, and regulations 	1. Maintain and review file documentation of: <ul style="list-style-type: none"> ▪ Corporate Compliance Plan (required by CMS if providing Medicare-or Medicaid-reimbursable services) ▪ Personnel Policies ▪ Code of Ethics or Standards of Conduct ▪ Bylaws and Board policies ▪ File documentations of any employee or Board Member violation of the Code of Ethics or Standards of Conduct 		Universal National Monitoring Standards, Section C.1; NGA, Standard Terms (ST) #7 PHS Act 42 U.S.C. 1320-7b(b) AA Core Competencies

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE/CITATION
Section C: Anti-Kickback Statute (continued)				
1. (Continued) Demonstrated structured and ongoing efforts	1. (Continued) <ul style="list-style-type: none"> • Timely and truthful disclosure of significant accounting deficiencies • Timely and truthful disclosure of non-compliance 	1. (Continued) <ul style="list-style-type: none"> • Documentation of any complaint of violation of the Code of Ethics or Standards of Conduct and its resolution 2. For not-for-profit contractors/sub-recipient organizations, ensure documentation of sub-recipient Bylaws, Board Code of Ethics, and business conduct practices		
2. Prohibition of employees (as individuals or entities), from soliciting or receiving payment in kind or cash for the purchase, lease, ordering, or recommending the purchase, lease, or ordering, of any goods, facility services, or items.	Any documentation required by the Compliance Plan or employee conduct standards that prohibits employees from receiving payments in kind or cash from suppliers and contractors of goods or services	1. Have adequate policies and procedures to discourage soliciting cash or in-kind payments for: <ul style="list-style-type: none"> ▪ Awarding contracts ▪ Referring clients ▪ Purchasing goods or services, and/or ▪ Submitting fraudulent billings 2. Have employee policies that discourage: <ul style="list-style-type: none"> ▪ The hiring of persons who have a criminal record relating to or are currently being investigated for Medicaid/Medicare fraud ▪ Large signing bonuses 		Universal National Monitoring Standards, Section C.2; NGA, ST #7 PHS Act 42 U.S.C. 1320-7b(b) AA Core Competencies
Section D: Recipient Accountability				
1. Proper stewardship of all grant funds including compliance with programmatic requirements	Policies, procedures, and contracts that require: <ul style="list-style-type: none"> • Timely submission of detailed fiscal reports by funding source, with expenses allocated by service category • Timely submission of programmatic reports • Documentation of method used to track unobligated balances and carryover funds • A documented reallocation process 	Meet contracted programmatic and fiscal requirements, including: <ul style="list-style-type: none"> • Provide financial reports that specify expenditures by service category and use of Ryan White funds as specified by Recipient • Develop financial and sub-recipient Policies and Procedures Manual that meet federal and Ryan White program requirements • Closely monitor any sub-recipients/contractors 		Universal National Monitoring Standards, Section D.1; NGA, PST #4; Part B Manual, p. 11; 45 CFR 75 - §75.300 (on compliance with regulations); 45 CFR 75 - §75.301 (Performance Measurement) AA Core Competencies

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section D: Recipient Accountability (continued)				
1. (Continued) Proper stewardship	Policies, procedures, and contracts that require (continued): <ul style="list-style-type: none"> • Report of total number of funded sub-recipients/contractors • A-133 or single audit • Auditor management letter 	Meet contracted programmatic and fiscal requirements, including (continued): <ul style="list-style-type: none"> • Commission an independent audit; for those meeting thresholds, an audit that meet A-133 requirements • Respond to audit requests initiated by Recipient 		
2. Recipient accountability for the expenditure of funds it shares with lead agencies (usually health departments), sub-recipients	<ol style="list-style-type: none"> 1. A copy of each contract 2. Fiscal, program site visit reports and action plans 3. Audit reports 4. Documented reports that track funds by formula, supplemental, service categories 5. Documented reports that track unobligated balance and carryover funds 6. Documented reallocation process 7. Report of total number of funded sub-recipients/contractors 8. Sub-recipient A-133 or single audit conducted annually and made available to the State every year an audit is conducted. (Note: State requires submission to the System Agency and Office of Inspector General within 30 calendar days of receipt of the audit reports every year an audit is conducted)* 9. Auditor management letter 	Establish and implement: <ol style="list-style-type: none"> 1. Fiscal and general policies and procedures that include compliance with federal and Ryan White programmatic requirements 2. Flexible fiscal reporting systems that allow the tracking of unobligated balances and carryover funds and detail service reporting of funding sources 3. Timely submission of independent audits (A-133 audits if required) to the State 4. Policies in place the ensure program income is documented per the Notice of Award using the "additive" method. 5. Program income must be used for the purposes for which the award was made, and may only be used for allowable costs under the award. 		<p>Universal National Monitoring Standards, Section D.2; FY 2017 FOA, pp. 22-23; Part B Manual, p. 47.</p> <p>*Submission of audit to State: HHSC Uniform Terms and Conditions Section 4.03</p> <p>PCN 15-03</p> <p>Texas Health and Human Services Commission, HHSC Uniform Terms and Conditions-Grant, Version 2.13, Section 2.08 Program Income.</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section D: Recipient Accountability (continued)				
<p>3. Business management systems that meet the requirements of the Office of Management and Budget code of federal regulations, programmatic expectations outlined in the Recipient assurances and the Notice of Grant Award</p>	<ol style="list-style-type: none"> 1. Review of sub-recipient contracts 2. Fiscal and program site visit reports and action plans 3. Policies and Procedures that outline compliance with federal and Ryan White programmatic requirements 4. Independent audits 5. Auditor management letter 	<p>Ensure that the following are in place:</p> <ol style="list-style-type: none"> 1. Documented policies and procedures and fiscal /programmatic reports that provide effective control over and accountability for all funds in accordance with federal and Ryan White programmatic requirements 		<p>Universal National Monitoring Standards, Section D.3; National Part B Fiscal Monitoring Standards, Sections E & K</p> <p>45 CFR 75</p> <p>45 CFR 75 - §75.302 (Financial management and standards for financial management systems)</p>
<p>4. Responsibility for activities that are supported under the Ryan White Program as outlined by Office of Management and Budget, Code of Federal Regulations, HHS Grant Policy Statement Program Assurances, and Notice of Grant Award (NOA)</p> <p>45 CFR 75 - §75.300 (b) The non-Federal entity is responsible for complying with all requirements of the Federal award. For all Federal awards, this includes the provisions of FFATA (FFATA – NOT for Ryan White), which includes requirements on executive compensation, and also requirements implementing the Act for the non-Federal entity at 2 CRF part 25 and 2 CFR part 170. See also statutory requirements for whistleblower protections at 10 U.S.C. 2324 and 2409, and 41 U.S.C. 4304, 4310, and 4712.</p>	<p>Desk audits of budgets, applications, yearly expenses, programmatic reports; audit reports or on-site review when assessing compliance with fiscal and programmatic requirements</p>	<p>Ensure fiscal and programmatic policies and procedures are in place that comply with federal and Ryan White program requirements</p>	<p>Activities do NOT support Trafficking Victims</p>	<p>RW Part B Universal National Monitoring Standards, Section D.4; FY 2017 NOA ST #10; Part B Manual, p. 11; DSHS Statement of Work</p> <p>45 CFR 75</p> <p>45 CFR 75 - §75.300 (on compliance with regulations)</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section E: Reporting				
<p>1. Submission of standard reports as required in circulars as well as program-specific reports as outlined in the Notice of Grant Award</p>	<p>Records that contain and adequately identify the source of information pertaining to:</p> <ul style="list-style-type: none"> ▪ Federal award revenue, expenses, obligations, unobligated balances, assets, outlays, program income, interest ▪ Client level data ▪ Aggregate data on services provided; clients served, client demographics and selected financial information 	<p>Ensure:</p> <ol style="list-style-type: none"> 1. Submission of timely sub-recipient reports 2. File documentation or data containing analysis of required reports to determine accuracy and any reconciliation with existing financial or programmatic data. Example: Test program income final FFR with calendar year RDR. 3. Submission of periodic financial reports that document the expenditure of Ryan White funds, positive and negative spending variances, and how funds have been reallocated to other line-items or service categories 		<p>Universal National Monitoring Standards, Section E.1, NGA, PST #16 & #17, and Reporting Requirements; National Part B Program Monitoring Standards, Sections I & J; National Fiscal Monitoring Standards, Section K.10; Part B Manual, Section IV</p> <p>45 CFR 75</p>
Section F: Monitoring				
<p>1. Any recipient or sub-recipient or individual receiving federal funding is required to monitor for compliance with federal requirements and programmatic expectations at least annually</p>	<p>Development and consistent implementation of policies and procedures that establish uniform administrative requirements governing the monitoring of awards</p>	<ol style="list-style-type: none"> 1. Participate in and provide all material necessary to carry out monitoring activities at least annually 2. Monitor any service contractors for compliance with federal and programmatic requirements at least annually 		<p>Universal National Monitoring Standards, Section F.1; FY 2017 FOA p. 23; NGA, PST #6 and PST #22; Part B Manual, Section IV; PCN 16-02</p> <p>45 CFR 75</p> <p>45 CFR 75 - §75.35I and 75.352 (Sub-recipient Monitoring and Management)</p> <p>DSHS Statement of Work</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section F: Monitoring (continued)				
<p>2. Monitoring activities expected to include annual site visits of all Provider/Sub-recipients.</p> <p>Note: 45 CFR 75 - §75.301 “Performance reporting frequency and content should be established to not only allow the HHS awarding agency to understand the recipient progress but also to facilitate identification of promising practices among recipients and build the evidence upon which the HHS awarding agency’s program and performance decisions are made.”</p>	<p>Review of the following program monitoring documents and actions:</p> <ul style="list-style-type: none"> a. Policies and procedures b. Tools, protocols, or methodologies c. Reports d. Corrective action plans e. Progress on meeting goals of corrective action plans 	<ul style="list-style-type: none"> 1. Establish policies and procedures to ensure compliance with federal and programmatic requirements 2. Submit auditable reports 3. Provide the recipient access to financial documentation 		<p>Universal National Monitoring Standards, Section F.2; FY 2017 FOA, p. 22; NMS FAQ #25</p> <p>45 CFR 75</p> <p>45 CFR 75 - §75.301 (Performance Measurement)</p>
<p>3. Performance of fiscal monitoring activities to ensure that Ryan White funding is being used for approved purposes</p>	<p>Review of the following fiscal monitoring documents and actions:</p> <ul style="list-style-type: none"> ▪ Fiscal monitoring policy and procedures ▪ Fiscal monitoring tool or protocol ▪ Fiscal monitoring reports ▪ Fiscal monitoring corrective action plans ▪ Compliance with goals of corrective action plans 	<p>Have documented evidence that federal funds have been used for allowable services and comply with Federal and Ryan White requirements</p>		<p>Universal National Monitoring Standards, Section F.3; FY 2017 FOA, p. 22; NMS FAQ #25; Part B Manual, Section V</p> <p>Inspector General 2004 OEI-02-01-00641</p> <p>DSHS Statement of Work I. M.</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section F: Monitoring (continued)				
<p>4. Salary Limit: HRSA funds may not be used to pay the salary of an individual at a rate in excess of the most current HRSA Executive Salary Level II. 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/subcontracts for substantive work under a HRSA grant or cooperative agreement.</p>	<p>1. Identification and description of individual employee salary expenditures to ensure that salaries are within the HRSA Executive Salary Limit. 2. Determine whether individual staff receive additional HRSA income through other sub-awards or subcontracts.</p>	<p>1. Monitor staff salaries to determine whether the salary limit is being exceeded. 2. Monitor prorated salaries to ensure that the salary, when calculated at 100%, does not exceed the HRSA Executive Salary Limit 3. Monitor staff salaries to determine that the salary limit is not exceeded when the aggregate salary funding from other federal sources including all parts of Ryan White do not exceed the limitation. 4. Review payroll reports, payroll allocation journals, and employee contracts.</p>		<p>Universal National Monitoring Standards, Section F.4; NGA, ST #11 Consolidated Appropriations Act, 2016, Division H, §202 (Limit set at \$185,000 effective January 10, 2016)</p>
<p>5. 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.</p>	<p>Identification of individual employee fringe benefit allocation.</p>	<p>Monitor to ensure that when an employee salary exceeds the salary limit, the fringe benefit contribution is limited to the percentage of the maximum allowable salary.</p>		<p>Universal National Monitoring Standards, Section F.4; NGA, ST #11 Consolidated Appropriations Act, 2016, Division H, §202 (Limit set at \$185,000 effective January 10, 2016)</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section F: Monitoring (continued)				
<p>6. Corrective actions taken when sub-recipient outcomes do not meet program objectives and recipient expectations, which may include:</p> <ul style="list-style-type: none"> ▪ Improved oversight ▪ Redistribution of funds ▪ A “corrective action” letter ▪ Sponsored technical assistance 	<ol style="list-style-type: none"> 1. Review corrective action plans 2. Review resolution of issues identified in corrective action plan 3. Policies that describe actions to be taken when issues are not resolved in a timely manner 	<p>Prepare and submit:</p> <ul style="list-style-type: none"> ▪ Timely and detailed response to monitoring findings ▪ Timely progress reports on implementation of corrective action plan 		<p>Universal National Monitoring Standards, Section F.6; FY 2017 FOA, p. 23; NMS FAQ #25; Part B Manual, Section V</p> <p>DSHS Program Policy 540.001</p>
Section G: Quality Management				
<p>1. Implementation of a Clinical Quality Management (CQM) Program to:</p> <ul style="list-style-type: none"> • Assess the extent to which HIV health services provided to patients under the grant are consistent with the most recent HHS guidelines for the treatment of HIV and related opportunistic infections • Develop strategies for ensuring that services are consistent with the guidelines for improvement in the access to and quality of HIV health services <p>CQM program to include:</p> <ul style="list-style-type: none"> • A Quality Management Plan • Quality expectations for providers and services • A method to report and track expected outcomes • Monitoring of provider compliance with HHS treatment guidelines and the Part B Program’s approved Service Standards 	<ol style="list-style-type: none"> 1. Documentation that the Part B Program has in place a Clinical Quality Management Program that includes, at a minimum: <ul style="list-style-type: none"> • A Quality Management Plan • Quality expectations for providers and services • A method to report and track expected outcomes • Monitoring of provider compliance with HHS treatment guidelines and the Part B Program’s approved service category definition for each funded service 2. Review of CQM program to ensure that both the recipient and providers are carrying out necessary CQM activities and reporting CQM performance data 3. Develop and monitor own Service Standards as part of CQM Program 	<p>Participate in quality management activities as contractually required; at a minimum:</p> <ul style="list-style-type: none"> • Compliance with relevant service category definitions • Collection and reporting of data for use in measuring performance 		<p>Ryan White Part B Program National Monitoring Standards, Section D.1; FY 2017 FOA pp. 2, 3, 20; NGA, PST #18; PCN 15-02, including FAQ; Part B Manual, p. 60 only.</p> <p>PHS Act 204(h)(5), 2618(b)(3)(E), 2664(g)(5), and 2671(f)(2)</p> <p>DSHS Statement of Work</p> <p>AA Core Competencies</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section H: Other Service Requirements				
<p>1. WICY – Women, Infants, Children, and Youth: Amounts set aside for women, infants, children, and youth to be determined based on each of these population’s relative percentage of the total number of persons living with HIV in the State</p> <p><i>Note: Waiver available if recipient can document that funds sufficient to meet the needs of these population groups are being provided through other federal or state programs</i></p>	<p>1. Documentation that the amount of Part B funding spent on services for women, infants, children, and youth is at least equal to the proportion each of these populations represents of the entire population of persons living with HIV in the State</p> <p>2. If a waiver is requested, documentation that the service needs of one or more of these populations are already met through funding from another federal or state program</p>	<p>Not Applicable: DSHS will conduct all necessary documentation requirements to fulfill the State WICY report.</p>		<p>RW Part B Program National Monitoring Standards, Sections F.1 and H.3d; FY 2017 FOA, p. 16; NGA, PST #7</p> <p>PHS Act Section 2612(e)</p>
<p>2. Referral relationships with key points of entry: Requirement that Part B service providers maintain appropriate referral relationships with entities that constitute key points of entry</p> <p>Key points of entry defined in legislation:</p> <ul style="list-style-type: none"> • Emergency rooms • Substance use and mental health treatment programs • Detoxification centers, • Detention facilities • Clinics regarding sexually transmitted infections (STIs) • Homeless shelters • HIV disease counseling and testing sites • Health care points of entry specified by eligible areas • Federally Qualified Health Centers • Entities such as Ryan White Part A, C and D and F recipients 	<p>1. Documentation that written referral relationships exist between Part B service providers and key points of entry</p>	<p>1. Establish written referral relationships with specified points of entry</p> <p>2. Document referrals from these points of entry</p>		<p>RW Part B Program National Monitoring Standards, Sections F.2 and H.2a; Part B Manual, pp. 15, 22</p> <p>PHS Act 2617(b)(7)(G)</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section I: Prohibition on Certain Activities				
1. Purchase of Vehicles without Approval: No use of Ryan White funds by recipients or sub-recipients for the purchase of vehicles without written approval of HRSA Grants Management Officer (GMO)	1. Implementation of measure/ method, recipient responsibility and provider/sub-recipient responsibility actions specified in I.1 above 2. Where vehicles were purchased, review of files for written permission from GMO	1. Carry out sub-recipient actions specified in I.1 above 2. If vehicle purchase is needed, seek recipient assistance in obtaining written GMO approval and maintain document in file		RW Part B Program National Monitoring Standards, Section G.2; Part B Fiscal NMS, Section B.5; NGA, PST #11 HAB Policy Notice 16-02
2. Broad Scope Awareness Activities: No use of Ryan White funds for broad scope awareness activities about HIV services that target the general public	1. Implementation of actions specified in I.1 above 2. Review of program plans, budgets, and budget narratives for marketing, promotions and advertising efforts, to determine whether they are appropriately targeted to geographic areas and/or disproportionately affected populations rather than targeting the general public	1. Carry out sub-recipient actions specified in I.1 above 2. Prepare a detailed program plan and budget narrative that describe planned use of any advertising or marketing activities		RW Part B Program National Monitoring Standards, Section G.3; Part B Fiscal NMS, Section B.6; FY 2017 FOA, p. 47; PCN 12-01
3. Lobbying Activities: Prohibition on the use of Ryan White funds for influencing or attempting to influence members of Congress and other Federal personnel	1. Implementation of actions specified in I.1 above 2. Review of lobbying certification and disclosure forms for both the recipient and sub-recipients	1. Carry out sub-recipient actions specified in I.1 above 2. Include in personnel manual and employee orientation information on regulations that forbid lobbying with federal funds		RW Part B Program National Monitoring Standards, Section G.4; Part B Fiscal NMS, Section B.8; FY 2017 FOA, p. 49 45 CFR 93 or 31. U.S.C. 1352 45 CFR 75.450 Consolidated Appropriations Act, 2016, Division H, §503

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section I: Prohibition on Certain Activities (continued)				
<p>4. Direct Cash Payments: No use of Ryan White program funds to make direct payments of cash to clients</p>	<p>1. Implementation of actions specified in I.1 above 2. Review of Service Standards and other policies and procedures for service categories involving payments made on behalf of individuals to ensure that no direct payments are made to individuals (e.g., emergency financial assistance, transportation, health insurance premiums, medical or medication co-pays and deductibles, food and nutrition) 3. Review of expenditures by sub-recipients to ensure that no cash payments were made to individuals</p>	<p>1. Carry out sub-recipient's actions specified in I.1 above 2. Maintain documentation of policies that forbid use of Ryan White funds for cash payments to service recipients</p>	<p>NO direct cash payments to service recipients (clients/ consumers)</p>	<p>RW Part B Program National Monitoring Standards, Section g.5 and unnumbered section immediately after Section H.4b; Part B Fiscal NMS, Section B.3; NGA, PST #12; FY 2017 FOA, p. 47; PCN 16-02 PHS Act 2618(b)(6) TDSHS AA Contract SOW II. F.</p>
<p>5. Employment and Employment-Readiness Services: Prohibition on the use of Ryan White program funds to support employment, vocational, or employment-readiness services</p>	<p>Implementation of actions specified in I.1 above</p>	<p>Carry out sub-recipient actions specified in I.1 above</p>		<p>RW Part B Program National Monitoring Standards, Section G.6; PCN 16-02</p>
<p>6. Maintenance of Privately Owned Vehicle: No use of Ryan White funds for direct maintenance expenses (tires, repairs, etc.) of a privately owned vehicle or any other costs associated with a vehicle, such as lease or loan payments, insurance, or license and registration fees</p> <p>Note: This restriction does not apply to vehicles operated by organizations for program purposes</p>	<p>1. Implementation of actions specified in I.1 above 2. Documentation that Ryan White funds are not being used for direct maintenance expenses or any other costs associated with privately owned vehicles, such as lease or loan payments, insurance, or license and registration fees – except for vehicles operated by organizations for program purposes</p>	<p>Carry out sub-recipient actions specified in I.1 above</p>		<p>RW Part B Program National Monitoring Standards, Section G.7</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section I: Prohibition on Certain Activities (continued)				
7. Syringe Services: No use of Ryan White funds shall be used to carry out any program of distributing sterile needles or syringes for the hypodermic injection of any illegal drugs.	1. Implementation of actions specified in I.1 above 2. Documentation that Ryan White funds are not being used for programs related to sterile needles or syringe exchange for injection drug use.	Carry out sub-recipient actions specified in I.1 above		RW Part B Program National Monitoring Standards, Section G.8; FY 2017 FOA, p. 47; NGA, PST #10 Consolidated Appropriations Act 2016, Division H, §520
8. No use of Part B funds for construction (other than minor remodeling) or to make cash payments to clients	Documentation that no Part B funds are used for construction or to make cash payments to recipients of services	Not Applicable: DSHS will conduct all necessary documentation requirements.		RW Part B Program National Monitoring Standards, Section H.4b bullet 2; FY 2017 NOA PST #12 PHS Act 2618(b)
9. Additional Prohibitions: No use of Ryan White Funds for the following activities or to purchase these items: <ul style="list-style-type: none"> • Clothing • Funeral, burial, cremation, or related expenses • Local or State personal property taxes (for residential property, private automobiles, or any other personal property against which taxes may be levied) • Household appliances • Pet foods or other non-essential products • Off-premise social/recreational activities or payments for a client's gym membership • Purchase or improve land, or to purchase, construct, or permanently improve (other than minor remodeling) any building or other facility • Pre-exposure prophylaxis 	1. Implementation of actions specified in I.1 above 2. Review and monitoring of recipient and sub-recipient activities and expenditures to ensure that Ryan White funds are not being used for any of the prohibited activities	Carry out sub-recipient actions specified in I.1 above		RW Part B Program National Monitoring Standards, Section G.9 for all; Part B Fiscal NMS, Section B.2 for purchasing/improvements of land/buildings/facilities and PrEP; PCN 16-02 for clothing, funeral, burial and property taxes PHS Act 2618(b)(6) Dr. Parham-Hopson Letter 12/2/2010 on PrEP

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section J: Minority AIDS Initiative				
<p>1. Reporting Submission of an Annual Plan 60 days after the budget start date or as specified on the Notice of Award that details:</p> <ul style="list-style-type: none"> • The actual award amount • Anticipated number of unduplicated clients who will receive each service • Anticipated units of service • Planned client-level outcomes for each minority population served under the Minority AIDS Initiative (MAI) 	<p>Documentation that the recipient has submitted a MAI Annual Plan 60 days after the budget start date that contains required elements and meets HRSA/HAB reporting requirements</p>	<p>Establish and maintain a system that tracks and reports the following for MAI services:</p> <ul style="list-style-type: none"> • Dollars expended • Number of clients served • Units of service overall and by race and ethnicity, women, infants, children, youth • Client-level outcomes <p>Not Applicable for Part B sub-recipients: DSHS will maintain tracking and reporting for MAI services and expenditures.</p>		<p>RW Part B Program National Monitoring Standards, Section I; FY 2017 FOA, p. 17; NGA Reporting Requirements</p>
<p>2. Submission of an Annual Report following completion of the MAI fiscal year</p>	<p>Documentation that the recipient has submitted an Annual Report on MAI services that includes:</p> <ul style="list-style-type: none"> • Expenditures • Number and demographics of clients served • Outcomes achieved 	<p>1. Maintain a system to track and report MAI expenditures, the number and demographics of clients served, and the outcomes achieved</p> <p>2. Provide timely data to the Recipient for use in preparing the Annual Report</p> <p>Not Applicable for Part B sub-recipients: DSHS will maintain tracking and reporting for MAI services and expenditures.</p>		<p>RW Part B Program National Monitoring Standards, Section I; FY 2017 FOA, p. 17; NGA, Reporting Requirements</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

HRSA/DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section K: Data Reporting Requirements				
1. Submission of the online service providers report of the Ryan White HIV/AIDS Program Services Report (RSR).	Documentation that all service providers have submitted their sections of the online service providers report.	1. Report all the Ryan White Services the provider offers to clients during the funding year. 2. Submit both interim and final reports by the specified deadlines.		RW Part B Program National Monitoring Standards, Section J; NGA, PST #17 and Reporting Requirements 2016 Annual Ryan White HIV/AIDS Program Services Report (RSR) Instruction Manual DSHS Statement of Work
2. Submission of the online client report	Documentation that all service providers have submitted their sections of the online client report	1. Maintain client-level data on each client served, including in each client record demographic status, HIV clinical information, HIV-care medical and support services received, and the client's Unique Client Identifier 2. Submit this report online as an electronic file upload using the standard format 3. Submit both interim and final reports by the specified deadlines		RW Part B Program National Monitoring Standards, Section J; NGA, PST #17 and Reporting Requirements 2016 Annual Ryan White HIV/AIDS Program Services Report (RSR) Instruction Manual DSHS Statement of Work

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

STATEWIDE PROGRAMMATIC STANDARDS

The following programmatic standards are identified for ease in determining program compliance specific to services provided in the Ryan White Part B Program for the State of Texas.

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section L: General HIV Policies & Procedures</i>				
Grievance Policies: All contractors are required to have a written client complaint procedure in place to meet the minimum requirements for client complaints.	Agencies have a policy and/or procedure for handling client grievances.	AAs will ensure all subcontractors and vendors will have a policy and/or procedure for handling client grievances.		PHS Act Section 2602(b) DSHS Policy 530.002 section 5.5
Delivery of Client Services: Maintain client relations of the highest possible quality.	Agencies must have written procedures to deal with clients who may be disruptive or uncooperative.	AAs will ensure all subcontractors and vendors have written procedures to deal with clients who may be disruptive or uncooperative.		DSHS Policy 530.002 section 6.0
	Agencies must have written procedures to deal with clients who are violent or exhibit threatening behavior.	AAs will ensure all subcontractors and vendors have written procedures to deal with clients who are violent or exhibit threatening behavior.		DSHS Policy 530.003
Non-Discrimination Policy: Written non-discrimination policies and procedures are in place that addresses protected classes and persons with disabilities, including prohibiting discrimination against sexual orientation and gender identity.	Agencies shall have comprehensive non-discrimination policies, which prohibits discrimination on the basis of race, color, national origin, religion, sex, sexual orientation, age, or disability, gender identity, and any other non-discrimination provision in specific statutes under which application for federal or state assistance is being made.	AAs will ensure all subcontractors have comprehensive non-discrimination policies and procedures in place.		NGA, PST #12 Title VI of Civil Rights Act of 1964, P.L. 88-352 as amended 45 CFR 75.300 DSHS Policy AA-5018

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section L: General HIV Policies and Procedures (continued)</i>				
<p>Confidentiality regarding Patient Information: It is the policy of the DSHS THSVH Unit that information collected to prevent, treat, and control the spread of TB, HIV, STDs and Viral Hepatitis will be protected and maintained to ensure patient confidentiality.</p>	<p>All staff, management, and volunteers must complete a signed confidentiality agreement affirming the individuals' responsibility for keeping client information and data confidential.</p> <p>All staff, management, and volunteers must successfully complete confidentiality and security training.</p>	<p>AAs are to ensure that all vendors, subcontractors, and subrecipient staff, management and volunteers have completed signed confidentiality agreements annually.</p> <p>AAs are to ensure that all vendors, subcontractors, and subrecipient staff, management and volunteers have completed confidentiality and security training.</p>		<p>NGA, PST #21</p> <p>DSHS Policy 2011.01</p>
<p>Breach of Confidentiality: All subcontractors and subrecipient agencies must have policies that outline how to address negligent or purposeful release of confidential client information.</p>	<p>Agencies will have detailed policies outlining how to address negligent or purposeful release of confidential client information in accordance with the Texas Health and Safety Code and HIPAA regulations</p>	<p>AAs are to ensure that all subcontractors, vendors, and subrecipient agencies have detailed policies outlining how to address negligent or purposeful release of confidential information in accordance with the Texas Health and Safety Code and HIPAA regulations.</p>		<p>DSHS Policy 2011.04</p> <p>https://www.bhs.gov/hipaa/for-professionals/index.html</p>
<p>Child Abuse Reporting: HIV and STD contractors who provide clinical and/or case management services or are required to review these services if provided by subcontractors are required to monitor for compliance with Texas child abuse reporting laws and for compliance with DSHS policy referenced relating to the reporting of child abuse and the use of the DSHS "Checklist for DSHS Monitoring."</p>	<p>Agencies will have detailed policies outlining how to address suspected child abuse in accordance with Texas law and the DSHS policy, including the use of the DSHS "Checklist for DSHS Monitoring."</p> <p>Agencies have documented evidence of training provided to all staff on reporting child abuse.</p>	<p>All contracting agencies are required to ensure their staff is trained on Texas child abuse reporting laws and that suspected cases of child abuse are being reported as prescribed by Texas law.</p> <p>Note: The Child Abuse Reporting Form can be accessed on the Texas DSHS website at the following web address: http://www.dshs.texas.gov/childabuserreporting/checklist.shtm</p>		<p>DSHS Policy 530.001</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section L: General HIV Policies and Procedures (continued)</i>				
Incarcerated Persons in Community Facilities: Ryan White and State Services funds may not be used to pay for medical care or medications for any person incarcerated in a state or federal prison, or a local jail.	Agencies will have policies ensuring RWHAP and State Services funds are not utilized to pay for medical care or medications when incarcerated persons in community facilities are receiving services in local service provider locations.	All contracting agencies have policies in place ensuring RWHAP and State Services funding is not utilized in paying for medical care or medications when incarcerated persons in community facilities are receiving services in local service provider locations.	RWHAP and State Services funds are NOT utilized to pay for services rendered to incarcerated individuals	PCN 07-04 DSHS Policy 591.000
Conflict of Interest: Services will be provided without interference by any conflict of interest.	Agencies will have policies ensuring services will be provided without interference by any conflict of interest.	All contracting agencies have written conflict of interest policies and procedures. All employees and board members of any agency are required to complete and sign a Conflict of Interest Disclosure Form, which contains, at a minimum, the content in the sample provided by DSHS.		DSHS Policy 241.005 DSHS Conflict of Interest Statement Form AA Core Competencies
Personnel Policies and Procedures: Personnel and human resources policies are available that address new staff orientation, ongoing training plan and development, employee performance evaluations, and employee/staff grievances.	Agencies have personnel policies and procedures in place that address all items as indicated.	Agencies have personnel policies and procedures that are in compliance with local, state, and federal program requirements.		DSHS POPS 13.2 Ryan White Service Delivery Statement of Work
Required Training: Personnel and human resource departments required trainings, conferences, and meetings are documented and attended as indicated in the staff development plan, and/or in accordance with licensure requirements for direct care service providers.	Staff will attend required trainings, conferences, and meetings as indicated in the staff development plan and/or as directed by DSHS Program Staff.	Agencies will maintain documented evidence of staff trainings, conferences, and meetings to ensure program compliance. Providers shall complete cultural competency training to include cultural awareness of youth and the aging population and/or relevant local priority populations based on epidemiological data and service priorities.		PCN 11-04 Ryan White Service Delivery Statement of Work

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section M: ARIES				
ARIES Security Policy: Policies are in place to ensure that ARIES and the information collected in ARIES is protected and maintained to ensure client confidentiality.	Policies are in place at all agency locations that are funded in the state of Texas with RWHAP Part B and State Services funds that ensure ARIES information is protected and maintained to ensure client confidentiality.	Agencies will maintain policies and procedures to ensure ARIES information is protected and maintained to ensure client confidentiality.		DSHS Policy 231.001
ARIES Data Managers Core Competencies: Data managers are required to perform certain activities and possess certain knowledge, skills, and abilities, which includes but is not limited to managing and overseeing data collecting, reporting, and the Uniform Reporting System ARIES.	Data managers develop and implement local policy and procedures relating to ARIES and the data collected through ARIES.	Agencies have local policies and procedures in place relating to ARIES and the data collected through ARIES.		DSHS Policy 231.002

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures</i>				
<p>Outpatient/Ambulatory Health Services: OAHS are diagnostic and therapeutic services provided directly to a client by a licensed healthcare provider in an outpatient medical setting.</p>	<p>Documentation of the following:</p> <ul style="list-style-type: none"> • Care is provided by health care professionals certified in their jurisdictions to prescribe medications in an outpatient setting • Only allowable services are provided • Services are provided as part of the treatment of HIV infection • Specialty medical care relates to HIV infection and/or conditions arising from the use of HIV medications resulting in side effects • Services are consistent with HHS guidelines <p>Please refer to the following link for additional information on Peer Review: https://www.dshs.texas.gov/hivstd/taxonomy/oamcfaq.shtm</p> <p>*For information regarding determining “experience” in HIV care, please review the HIV Medical Association notes http://www.hivma.org/Defining-HIV-Expertise.aspx</p>	<ol style="list-style-type: none"> 1. Ensure that client medical records document services provided, the dates and frequency of services provided, that services are for the treatment of HIV infection. 2. Include clinician notes in client records that are signed by the licensed provider of services. 3. Maintain professional certifications and licensure documents and make them available to the Recipient on request. 4. Standing Delegation Orders are available to staff and are reviewed annually, dated and signed. 5. Peer review will be conducted and documented annually for all levels of licensed/credentialed providers (e.g. MD, NP, PA). 6. Service providers shall employ clinical staff with experience* regarding their area of clinical practice as well as knowledgeable in the area of HIV clinical practice, and personnel records/resumes/applications for employment will reflect requisite experience/education. 7. All staff with less than one (1) year experience working with HIV must be supervised by an employee with at least one (1) year of experience. 	<p>Service is NOT being provided in an emergency room, urgent care, hospital or any other type of inpatient treatment center</p>	<p>RWHAP Part B Program National Monitoring Standards, Section B.1</p> <p>PCN 13-04; PCN 16-02; PCN 16-02 FAQ General #1, 11</p> <p>22 Texas Administrative Code §193.2</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section N: Core Services Additional Policies and Procedures (continued)				
<p>Local AIDS Pharmaceutical Assistance Program (LPAP): RWHAP Part B recipients using the LPAP service category must establish the following:</p> <ul style="list-style-type: none"> • Uniform benefits for all enrolled clients throughout the service area; • A recordkeeping system for distributed medications; • An LPAP advisory board; • A drug formulary approved by the local advisory committee/board; • A drug distribution system; • A client enrollment and eligibility determination process that includes screening for ADAP and LPAP eligibility with rescreening at a minimum of every six months; • Coordination with the state's RWHAP Part B ADAP (Statement of Need) • Implementation in accordance with requirements of the 340B Drug Pricing Program and the Prime Vendor Program 	<p>Documentation that the LPAP program's drug distribution system has:</p> <ul style="list-style-type: none"> • A client enrollment and eligibility determination process that includes ADAP and LPAP eligibility with rescreening every six months • An LPAP advisory board • Uniform benefits for all enrolled clients through the region(s) • Compliance with RWHAP requirement of payor of last resort • A recordkeeping system for distributed medications • A drug distribution system that includes a drug formulary approved by the local advisory committee/board • Medications are secured and locked/stored appropriately • System for drug therapy management • Policy for timeliness of services • MOUs with local pharmacies to ensure cost efficiency with established dispensing fees. 	<ol style="list-style-type: none"> 1. Provide to the Recipient upon request, documentation that the LPAP program meets HRSA/HAB requirements. 2. Maintain documentation, and make available to the Recipient upon request, proof of client LPAP eligibility. 3. Only authorized personnel dispense/ provide prescription medication. 4. Medications and supplies are secured in a locked area and stored appropriately. 5. Agency has a system for drug therapy management. 6. Policy for timeliness of services. 7. MOUs ensuring cost efficient methods are in place 8. MOUs ensure dispensing fees are established and implemented. 9. Active pharmacy license is onsite and is renewed every two years. 10. Pharmacies and pharmacy staff will adhere to the Texas State Board of Pharmacy rules and regulations. 11. Documentation on file that pharmacy owner if not a Texas licensed pharmacist, is consulting with a pharmacist in charge (PIC) or with another licensed pharmacist. 12. Pharmacy technicians and other personnel authorized to dispense medications are under the supervision of a licensed pharmacist. 13. A licensed nurse or practitioner designated by the pharmacist in charge (PIC) as supportive personnel may provide unit of use-packaged medications. 14. Prescriptions are filled with most cost-effective medications as evidenced by receipts. 	<p>Only Part B Base award funds may be used to support an LPAP. LPAP are not to be used for EFA.</p> <p>Medications are NOT dispensed with LPAP funds as:</p> <ol style="list-style-type: none"> 1. A result or component of a primary medical visit 2. A single occurrence of short duration (an emergency) without arrangements for longer term access to medications 3. Vouchers to clients on a single occurrence without arrangements for longer-term access to medications 	<p>RWHAP Part B Program National Monitoring Standards, Section B.4</p> <p>PCN 16-02</p> <p>LPAP Policy Clarification Memo</p> <p>FY 2017 FOA, p. 19</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
 RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Oral Health Care: Oral Health Care services provide outpatient diagnostic, preventive, and therapeutic services by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants.</p>	<p>Documentation that:</p> <ol style="list-style-type: none"> 1. Oral health services are provided by general dental practitioners, dental specialists, dental hygienists and auxiliaries and meet current dental care guidelines. 2. Oral health professionals providing the services have appropriate and valid licensure and certification, based on State and local laws. 3. Services fall within specified service caps, expressed by dollar amount, type of procedure, limitations on the procedures, or a combination of any of the above, as determined by the State and/or local communities. 	<ol style="list-style-type: none"> 1. Maintain dental files for all clients. 2. Maintain and provide to Recipient upon request, copies of professional licensure and certification. 3. X-rays are taken by dental assistants who are registered with the State Board of Dental Examiners. 4. OH caps are documented at the regional level and are tracked for each client in the service area that receives OH services. 5. If cost of dental care exceeded regional caps set, documentation of reason is in the client record. 		<p>PHS ACT 2612(b)(3)(D); RWHP Part B Program National Monitoring Standards, Section B.5; PCN 16-02 FAQ General #1</p> <p>22 Texas Administrative Code §108.11; 22 Texas Administrative Code §114.2</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Early Intervention Services: includes identification of individuals at points of entry and access to services and provisions of:</p> <ul style="list-style-type: none"> • HIV Testing and Targeted counseling to help unaware • Referral services to improve HIV care at key points of entry • Linkage to care such as OAHS, MCM, and Substance Abuse Care • Outreach and Health Education/Risk Reduction related to HIV diagnosis <p><i>NOTE: All 4 components MUST be present, but Part B funds to be used for HIV testing only as necessary to supplement, not supplant, existing funding</i></p>	<p>Documentation that:</p> <ol style="list-style-type: none"> 1. Part B funds are used for HIV testing only where existing federal, state, and local funds are not adequate, and RW funds will supplement, and not supplant, existing funds for testing 2. Individuals who test positive are referred for and linked to health care and supportive services 3. Health education and literacy training is provided that enables clients to navigate the HIV system 4. EIS is provided at or in coordination with documented key points of entry 5. EIS services are coordinated with HIV prevention efforts and programs 	<ol style="list-style-type: none"> 1. MOUs are in place with key points of entry into care 2. All four required EIS service components are documented in the RWHAP Part B EIS program policies both at local and regional systems of care 3. Document that HIV testing activities and methods meet CDC and state requirements, including licensure to conduct phlebotomy services where applicable. 4. Establish linkage agreements with testing sites where Part B is not funding testing but is funding referral and access to care 5. Ensure agencies have capacity and training to document number of tests (if applicable), number of referrals, and results of testing. 6. Documentation that EIS program funds will supplement, not supplant, other funds available to the entity for the provision of providing EIS services in the fiscal year involved. 		<p>RWHAP Part B Program National Monitoring Standards, Section B.6</p> <p>PCN 16-02; PCN 16-02 #8</p> <p>PHS Act section 2612(d)(2)</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Health Insurance Premium and Cost-sharing Assistance: Provides financial assistance for eligible clients living with HIV to maintain continuity of health insurance or to receive medical and pharmacy benefits under a health care coverage program. To use RWHAP funds for health insurance premium and cost-sharing assistance, a RHWAP Part recipient must implement a methodology that incorporates the following requirements:</p> <ul style="list-style-type: none"> • Ensure clients are buying health coverage that, at a minimum, includes at least one drug in each class of core ART from the HHS treatment guidelines along with appropriate HIV OAHs • Must assess and compare the aggregate cost of paying for the health coverage option versus paying for the aggregate full cost for medications and other appropriate HIV OAHs, and allocate funding to HIPCSA only when determined to be cost effective. • HIV insurance continuation funds will only be used for payment of insurance premiums, deductibles, co-insurance payments, copayments, and related administrative costs. HIV insurance assistance shall be provided directly to the insurance carrier, insurance administrator, or health provider, rather than to the client. Insurance premiums may be prepaid, including that part of the coverage period, which extends beyond the Contract term. 	<p>Documentation that:</p> <ul style="list-style-type: none"> • Where funds are covering premiums, documentation that the insurance plan purchased provides comprehensive primary care and a full range of HIV medications • Assurance that any cost associated with the creation, capitalization, or administration of a liability risk pool is not being funded by RW • Assurance that RW funds are not being used to cover costs associated with Social Security • Documentation of clients' low income status • Documentation that HIV insurance continuation funds will only be used for payment of insurance premiums, deductibles, co-insurance payments, copayments, and related administrative costs. HIV insurance assistance shall be provided directly to the insurance carrier, insurance administrator, or health provider, rather than to the client. 	<ol style="list-style-type: none"> 1. Provide upon request: <ul style="list-style-type: none"> • Where premiums are covered by RW funds, provide proof that the insurance policy provides comprehensive primary care and a formulary with a full range of HIV medications • Maintain proof of low-income status • Provide documentation that demonstrates that funds were not used to cover costs associated with the creation, capitalization, or administration of a liability risk pool, or social security costs 2. Agency has policy that outlines caps on assistance/payment limits and adheres to DSHS Policy. 3. Agency has policy that details the expectation for client contribution and tracks these contributions under client charges. 4. Agency has policy that requires referral relationships with organizations or individuals who can provide expert assistance to clients on their health insurance coverage options and available cost reductions. 5. Agency has policy that ensures referral relationships with organizations or individuals who can provide income tax preparation assistance for clients. 6. Agency has policies and procedures detailing process to make premium and out-of-pocket payments. 7. Documentation is maintained at the agency level as to number of clients served by: (1) Premium assistance/out of pocket costs; (2) IRS payments. 		<p>RWHAP Part B Program National Monitoring Standards, Section B.7</p> <p>PCN 07-05; PCN 13-04; PCN 13-05; PCN 13-06; PCN 14-01 revised 4/3/2015; PCN 16-02</p> <p>DSHS Policy 260.002</p> <p>DSHS Policy 270.001 (Calculation of Estimated Expenditures on Covered Clinical Services)</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Home Health Care: Provision of services in the home that are appropriate to a client's needs and are performed by licensed professionals. Services must relate to the client's HIV disease and may include:</p> <ul style="list-style-type: none"> • Administration of prescribed therapeutics • Preventive and specialty care • Wound care • Routine diagnostics testing administered in the home • Other medical therapies <p>The provision of Home Health Care is limited to clients that are homebound.</p>	<p>Assurance that:</p> <ul style="list-style-type: none"> • Services are limited to medical therapies in the home and exclude personal care services • Services are provided by home health care workers with appropriate licensure as required by State and local laws 	<ol style="list-style-type: none"> 1. Maintain on file and provide to the recipient upon request, copies of the licenses of home health care workers. 2. Agency policy on operation and procedures to contact agency after hours for urgent and/or emergency care is current and evident. 	<p>Home settings do NOT include nursing facilities or inpatient mental health/substance abuse treatment facilities</p>	<p>RWHAP Part B Program National Monitoring Standards, Section B.8</p> <p>PCN 16-02; PCN 16-02 FAQ General #1, 12</p> <p>40 Texas Administrative Code §97.211</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Home and Community-based Health Services: Provided to a client living with HIV in an integrated setting appropriate to a client's needs, based on a written plan of care established by a medical care team under the direction of a licensed clinical provider. Services include:</p> <ul style="list-style-type: none"> • Appropriate mental health, development, and rehabilitation services • Day treatment or other partial hospitalization services • Durable medical equipment • Home health aide services and personal care services in the home 	<ol style="list-style-type: none"> 1. Provide assurance that the services are provided in accordance with allowable modalities and locations under the definition of home and community based health services. 2. Documentation of appropriate licensure and certifications for individuals providing the services, as required by local and state laws. 	<p>Assurance of:</p> <ol style="list-style-type: none"> 1. Services are being provided in an HIV-positive client's home, and/or a day treatment or other partial hospitalization services program as licensed by the State. 2. Maintain, and make available to recipient, copies of appropriate licenses and certifications for professionals providing services. 3. Documented policy on operation and procedures to contact agency after hours for urgent and/or emergency care. 4. The agency shall have policies/procedures for the following: <ul style="list-style-type: none"> • Referral resources and procedures that ensure access to a continuum of services • All appropriate consent forms (e.g., consent to share information, shared client data/registration system (ARIES), HIPAA requirements) • Consent to treatment signed by the client annually • Data collection procedures and forms, including data reporting • Quality assurance/quality improvement • Guidelines for language accessibility 5. All agency professional staff, contractors, and consultants who provide direct-care services, and who require licensure, shall be properly licensed by the State of Texas, or documented to be pursuing Texas licensure while performing tasks that are legal within the provisions of the Texas Medical Practice Act (or in the case of a nurse, the Nursing Practice Act), including satisfactory arrangements for malpractice insurance with evidence of such in the personnel file. 6. Provider will document provision of in-service education to staff regarding current treatment methodologies and promising practices. 	<p>Inpatient hospitals, nursing homes, and other long-term care facilities are not considered an integrated setting for the purposes of providing home and community-based health services.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section B.9 PCN 16-02</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section N: Core Services Additional Policies and Procedures (continued)				
<p>Hospice Services: End of life care services provided to clients in the terminal stage of an HIV-related illness. Allowable services are:</p> <ul style="list-style-type: none"> • Mental health counseling • Nursing care • Palliative therapeutics • Physician services • Room and board. <p>Services may be provided in a home or other residential setting, including a non-acute care section of a hospital that is designated and staffed to provide hospice care. Physician must certify that a client is terminally ill and has a defined life expectancy as established by recipient.</p>	<p>Documentation including:</p> <ol style="list-style-type: none"> 1. Physician certification that the client's illness is terminal as defined under Medicaid hospice regulations. 2. Appropriate and valid licensure of provider as required by the State in which hospice care is delivered. 3. Types of services provided, and assurance that they include only allowable services. 4. Locations where hospice services are provided, and assurance that they are limited to a home or other residential setting or a non-acute care section of a hospital designated and staffed as a hospice setting. 5. Assurance that services meet Medicaid or other applicable requirements. 	<ol style="list-style-type: none"> 1. Obtain and have available for inspection appropriate and valid licensure to provide hospice care. 2. Maintain and provide the recipient access to program files and client records. 3. Documentation that staff attended continuing education on HIV and end of life issues. 4. Documentation that supervisory provider or registered nurse provided supervision to staff. 5. Agency has a policy detailing the reasons the Agency may rely upon for refusal of referral. 6. Agency has a policy for client discharge. 	<p>Does NOT extend to skilled nursing facilities or nursing homes.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section B.10</p> <p>PCN 16-02; PCN 16-02 FAQ General #1</p> <p>40 Texas Administrative Code §97.211</p>
<p>Mental Health Services: Provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to clients living with HIV. Services are based on a treatment plan, conducted in an outpatient group or individual session, and provided by a mental health professional licensed or authorized within the state to render such services. Such professionals typically include psychiatrists, psychologists, and licensed clinical social workers.</p>	<ol style="list-style-type: none"> 1. Documentation of appropriate and valid licensure and certification of mental health professionals as required by the State, including supervision of licensed staff. 2. Documentation of the existence of a detailed treatment plan for each eligible client. 3. MOUs to provide services if specific service is not available. 4. Agency has emergency/crisis intervention plan. 	<ol style="list-style-type: none"> 1. Obtain and have on file and available for recipient review appropriate and valid licensure and certification of mental health professionals, including supervision of licensed staff. 2. Maintain client records that include detailed treatment plans and documentation of services provided. 3. MOUs are available for referral needs. 4. Agency has policies/procedures in place for emergency/crisis intervention plan. 5. Agency has a policy for clinical supervision per licensure standards. 6. Agency/Provider has a discharge policy and procedure. 7. Agency/Provider has a policy/procedure documenting how clients are introduced to program services either in writing or orally. 	<p>Only for HIV clients.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section B.11</p> <p>PCN 16-02; PCN 16-02 FAQ General #1</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Medical Nutrition Therapy (MNT): MNT includes nutrition assessment and screening, dietary/nutritional evaluation, food and/or nutritional supplements per medical provider's recommendation, and nutrition education and/or counseling. These services can be provided in individual and/or group settings and outside of HIV OAHs. All services performed must be pursuant to a medical provider's referral and based on nutritional plan developed by the registered dietitian or other licensed nutrition professional.</p>	<p>Documentation of:</p> <ol style="list-style-type: none"> 1. Licensure and registration of the dietitian as required by the State 2. Staff has the knowledge, skills and experience appropriate to providing food or nutritional counseling/education services. 3. Licensed Registered Dietitians will maintain current professional education (CPE) units/hours, including HIV nutrition and other related medical topics approved by the Commission of Dietetic Registration. 	<ol style="list-style-type: none"> 1. Maintain and make available to the recipient copies of the dietitian's license and registration 2. Personnel records/resumes/applications for employment will reflect requisite education, skills and experience. 3. Documentation in personnel records of professional education. 4. Agency has a policy and procedure for determining frequency of contact with the licensed Registered Dietitian based on the level of care needed. 5. Agency has a policy and procedure on obtaining, tracking inventory, storing, and distributing supplemental nutrition products if applicable. 6. Agency has a policy and procedures on discharging a client from medical nutrition therapy and the process for discharge/referral. 		<p>RWHAP Part B Program National Monitoring Standards, Section B.12</p> <p>PCN 16-02; PCN 16-02 FAQ General #1</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Medical Case Management (MCM), including Treatment Adherence: Provision of a range of client-centered activities focused on improving health outcomes in support of the HIV care continuum. Activities may be prescribed by an interdisciplinary team that includes other specialty care providers.</p> <p><i>Please reference DSHS MCM service standard for full complement of key activities.</i></p>	<ol style="list-style-type: none"> 1. Documentation that service providers are trained professionals, either medically credentialed persons or other health care staff who are part of the clinical care team. 2. Documentation that all activities are being carried out for all clients. 3. Documentation of case management services and encounters. 4. Documentation in client records of services provided. 5. Minimum qualifications are established regionally by the Administrative Agencies. DSHS preferred qualifications for staff: a degree in health, human or education services and one year of case management experience with people living with HIV and/or persons with a history of mental illness, homelessness, or substance use. 6. Minimum qualifications for Medical Case Management supervisors: degreed or licensed in the fields of health, social services, mental health or a related area (preferably Masters' level). Additionally, case manager supervisors must have 3 years' experience providing case management services, or other similar experience in a health or social services related field (preferably with 1 year of supervisory or clinical experience). 7. Mandatory agency training should include the provision of agency's policy and procedure manual and employee handbook to familiarize new staff with the internal workings and processes of their new work environment. 	<ol style="list-style-type: none"> 1. Maintain documentation showing that MCM services are provided by trained professionals who are either medically credentialed or trained health care staff and operate as part of the clinical care team. 2. Maintain client records that include all required elements for compliance with contractual and RW programmatic requirements. 3. Policies and procedures are in place for conducting MCM services, including the following: <ul style="list-style-type: none"> • Data collection procedures and forms, including data reporting • Initial Comprehensive Assessment • MCM Case Management Acuity Level and Client contact • Care Planning • Viral Suppression/Treatment Adherence • Referral and follow-Up • Case Closure/Graduation • Case Conferencing • Caseload Management • Case Closure and Graduation • Case Transfer (internal/external) • Probationary Period (new hire) • Staff Supervision • Staff Training, including agency specific training 4. All MCM staff must meet the minimum training requirements established in this document. Training expectations for newly hired case managers can be found at: http://www.dshs.texas.gov/hivstd/contractor/cm.shtm 		<p>RWHAP Part B Program National Monitoring Standards, Section B.13</p> <p>PCN 16-02; PCN 16-02 FAQ #10, 11</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
Medical Case Management, including Treatment Adherence (continued)	<p>8. Supervisors should expect to expend more time in providing such training to staff during their probationary period of employment. During the probationary period, new case managers should be monitored for satisfactory completion of core, case management specific tasks (e.g. assessments, care planning and interventions). These activities should be monitored in person by appropriate supervisory staff -- or qualified designees -- at least once weekly for the entire probationary period before the case manager is approved to provide services independently.</p> <p>9. New Medical Case Managers must complete all components of the MCM Competency Training Course within six (6) months of hire. This course addresses the following core competencies:</p> <ul style="list-style-type: none"> • STD Facts & Fallacies: Chlamydia, Gonorrhea & Pelvic Inflammatory Disease (PID)* • STD Facts & Fallacies: Syphilis* • Perinatal HIV Prevention Online Program* <p>*These courses are all available through the TRAIN (Training Finder Real-time Affiliate Integrated Network) Texas Learning management system (www.tx.train.org).</p> <p>10. Core training of staff, using supportive supervision techniques (e.g. job shadowing, performance evaluation, and immediate (responsive) job counseling/training) should be provided on an ongoing basis -- frequency based on staff experience and performance -- by supervisors.</p>	<p>5. Each agency is responsible for providing new staff members and supervisors with job-related training that commences within 15 working days of hire and is completed no later than 90 days following hire.</p> <p>6. All staff at agencies receiving Ryan White Part B or State Services case management funds (both medical and non-medical) must complete (or have completed prior) the required MCM training within six (6) months of hire.</p>		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Medical Case Management, including Treatment Adherence (continued)</p>		<p>7. Staff performing MCM at agencies receiving Ryan White Part B or State Services case management funds must fulfill the below training requirements.</p> <p>8. All case management staff must complete a minimum of 12 hours of continuing education annually in relevant topics. Relevant topics include, but are not limited to:</p> <ul style="list-style-type: none"> • HIV Confidentiality and the Law • Working with Special Populations (undocumented, LGBT, Women, African-American/Black, Latino/a, aging population, youth) • Domestic Violence/Family Violence/Intimate Partner Violence • Assessment • Monitoring/Outcomes • Records Management • Resources Development/Use • Safety • Care Planning and Implementation • Ethics and HIV • Hepatitis A, B, C • Screening Tools (Substance Use, Mental Health, Sexual Health) • HIV disclosure, Partner Notification Services • Sexual Health • Harm Reduction 		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Substance Abuse Outpatient Care: Provision of outpatient services for the treatment of drug or alcohol use disorders. Services include:</p> <ul style="list-style-type: none"> • Screening • Assessment • Diagnosis, and/or • Treatment of substance use disorder 	<ol style="list-style-type: none"> 1. Documentation that services are provided by or under the supervision of a physician or by other qualified personnel with appropriate and valid licensure and certification as required by the State. 2. Documentation through program files that services provided meet the service category definition. 3. All services provided are allowable under RW 4. Assurance that RW funds are used to expand HIV-specific capacity of programs only if timely access would not otherwise be available to treatment and counseling. 5. Assurance that services provided include a treatment plan that calls for only allowable activities 6. Facilities providing substance abuse treatment services will be licensed by the Texas Department of State Health Services (Department) or be registered as a faith-based exempt program. 7. Supervisors' files reflect notes of weekly supervisory conferences. 	<p>Maintain and provide:</p> <ol style="list-style-type: none"> 1. Provider licensure or certifications as required by the State 2. Staffing structure showing supervision by a physician or other qualified personnel 3. Evidence that all services are provided on an outpatient basis 4. Program files and client records that include treatment plans 5. Agency will have documentation on site that license is current for the physical location of the treatment facility, if applicable. 6. Documentation of supervision during client interaction with Counselors In Training (CIT) or Interns as required by the Texas Department of State Health Services (DSHS). 7. Each staff member will have documentation of minimum experience to include: <ul style="list-style-type: none"> • Two years of experience in HIV or other catastrophic illness and continuing education in HIV • One year of experience in family counseling as pertaining to substance use • Non-violent crisis intervention training • Training in mental health issues and knowing when to refer a client to a mental health program/counselor. 8. Documentation of professional liability for all staff and agency. 	<p>Syringe access services are allowable, to the extent that they comport with appropriate law and applicable HHS guidance, including HRSA- or HAB-specific guidance.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section B.14</p> <p>PCN 16-02; PCN 16-02 General #1</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section N: Core Services Additional Policies and Procedures (continued)</i>				
<p>Substance Abuse Outpatient Care (continued)</p>		<p>9. Agency shall have a policy and procedure to conduct Interdisciplinary Case Conferences held for each active client at least once every 6 months. Case Conference documentation, signed by the supervisor, in client record will include:</p> <ul style="list-style-type: none"> • Date, name of participants and name of client • Issues and concerns • Follow-up plan • Clinical guidance provided <p>10. Provider agency must have and implement policies and procedures for handling crisis situations and psychiatric emergencies, which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Verbal Intervention • Non-violent physical intervention • Emergency medical contact information • Incident reporting • Voluntary and involuntary client admission • Follow-up contacts • Continuity of services in the event of a facility emergency <p>11. Agency will have a policy and procedure for clients to follow if they need after-hours assistance. This procedure will be included in the client orientation process.</p> <p>12. Written policies and procedures for staff to follow in psychiatric or medical emergencies.</p> <p>13. Policies and procedures define emergency situations, and the responsibilities of key staff are identified.</p>		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<p><i>Section O: Support Services Policies and Procedures</i> <i>NOTE: Use of Part B funds only to support "Support Services that are needed by individuals with HIV/AIDS to achieve medical outcomes related to their HIV/AIDS-related clinical status" and Support Services approved by the Secretary of Health and Human Services; see Part B Program National Monitoring Standards, Section A.1 bullet #2 and Section C.1; FY 2017 FOA, p. 2</i></p>				
<p>Non-Medical Case Management (NMCM): Provides guidance and assistance in accessing medical, social, community, legal, financial, and other needed services. NMCM services may also include assisting eligible clients to obtain access to other public and private programs for which they may be eligible. <i>Please reference DSHS NMCM service standard for full complement of key activities.</i></p>	<ol style="list-style-type: none"> 1. Documentation that scope of activity includes advice and assistance to clients in obtaining medical, social, community, legal, financial, and other needed services. 2. Services cover all types of encounters and communications. 3. Where transitional case management for incarcerated persons is provided, assurance that such services are provided either as part of discharge planning or for individuals who are in the correction system for a brief period. 4. Supervisor signature and date, signifying review and approval of initial comprehensive assessment, for case managers during their probationary period. 	<ol style="list-style-type: none"> 1. Maintain client records that include the required elements as detailed by the Recipient. 2. Provide assurances that any transitional case management for incarcerated persons meets contract requirements. 3. Policies and procedures are in place for conducting NMCM services. 4. Non-medical case managers will complete annual trainings per DSHS 		<p>RWHAP Part B Program National Monitoring Standards, Section C.2</p> <p>PCN 16-02; PCN 16-02 FAQ #10</p>
<p>Child Care Services: RWHAP supports intermittent child care services for the children living in the household of HIV clients for the purpose of enabling clients to attend medical visits, related appointments, and/or RWHAP-related meetings, groups, or training sessions.</p>	<ol style="list-style-type: none"> 1. Documentation of parent's eligibility as defined by the State. 2. Appropriate and valid licensure and registration of child care providers under applicable State and local laws where services are provided in a day care setting. 	<ol style="list-style-type: none"> 1. Maintain documentation of child care services provided. 2. Maintain valid licensure and registration of child care providers. 3. Informal child care arrangements are in compliance with Recipient requirements. 4. Agency will establish a policy and procedure to address liability issues addressed through liability release forms designed to protect the client, provider and the RW program. 	<p>No cash to clients or primary caregivers to pay for these services.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.3</p> <p>PCN 16-02; PCN 16-02 FAQ #16</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
<p>Emergency Financial Assistance: Provides limited one-time or short-term payments to assist the RWHAP client with an emergent need for paying for essential utilities, housing, food (including groceries and food vouchers), transportation, and medication. Services must be for limited amounts, uses, and periods of time.</p>	<ol style="list-style-type: none"> 1. Documentation of services and payments to verify that EFA to individual clients is provided with limited frequency and for limited periods of time, with frequency and duration of assistance specified by the Recipient. 2. Documentation ensuring assistance is provided only for the following essential services: utilities, housing, food, or medications through a voucher program or short-term payments to the service entity. 3. Emergency funds are allocated, tracked, and reported by type of assistance. 4. No more than a 30-day supply of medications are purchased at a time. 	<ol style="list-style-type: none"> 1. Maintain client records that document client eligibility, types of EFA provided, dates of EFA, and method of providing EFA. 2. Maintain and provide documentation of assistance provided to clients. 3. Provide assurance to State that all EFA was for allowable types of assistance, was used where RW was payor of last resort, met State or local specified limitations on amount and frequency of assistance to an individual, and provided through allowable payment methods. 4. Policies include medication purchase limitations. 5. Agencies providing EFA medications must have policies and procedures to pursue all feasible alternative revenues systems (e.g., pharmaceutical company patient assistance programs) before requesting reimbursement through EFA. 6. Agency may reimburse the pharmacy a minimal dispensing fee per prescription as outlined in a MOU. 	<p>Must be a direct payment to an agency or through a voucher program.</p> <p>Continuous provision of an allowable service to a client should not be funded through EFA.</p> <p>Grocery/Food vouchers cannot be used for the purchase of alcohol and/or tobacco products.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.4</p> <p>PCN 16-02; PCN 16-02 FAQ #4, 17</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
<p>Food Bank/Home-Delivered Meals: Provision of actual food items, hot meals, or a voucher program to purchase food. This also includes the provision of essential non-food items that are limited to:</p> <ul style="list-style-type: none"> • Personal hygiene products • Household cleaning supplies • Water filtration/purification systems in communities where issues of water safety exist 	<ol style="list-style-type: none"> 1. Documentation that services supported are limited to food bank, home-delivered meals, and/or food voucher programs. 2. Documentation of types of non-food items provided. If water filtration/ purification systems are provided, community has documented water purity issues. 3. Assurance of compliance with federal, state, and local regulations including any required licensure or certification for the provision of food banks and/or home-delivered meals. 4. Monitoring of providers to document actual services provided, client eligibility, number of clients served, and level of services. 5. Food pantry program will meet regulations on Food Service Sanitation as set forth by Texas Department of State Health Services, Regulatory Licensing Unit and/or local city or county health regulating agencies. 	<ol style="list-style-type: none"> 1. Maintain documentation of: <ul style="list-style-type: none"> • Services provided by type • Amount and use of funds for purchase of non-food items • Compliance with all federal, state, and local laws regarding the provision of food bank, home-delivered meals and food voucher programs, including any required licensure and/or certifications (displayed on site). • Assurance that RW funds were used only for allowable purposes and RW was the payor of last resort. • Records of local health department food handling/food safety inspection are maintained on file. 2. Agency will be licensed for non-profit salvage by the Texas Department of State Health Services Regulatory Licensing Unit and/or local city, or county health regulating agencies. 3. Food Pantry must display "And Justice for All" posters that inform people how to report discrimination. 4. There must be a method to regularly obtain client input about food preference and satisfaction. Such input shall be used to make program changes. 5. Director of meal program must complete and pass Service Safety certification every three (3) years. 6. An application form is completed for each volunteer. 7. Each staff and volunteer position has written job descriptions. 8. Personnel files reflect completion of applicable trainings and orientation. 	<p>Unallowable costs include household appliances, pet foods, and other non-essential products.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.5 PCN 16-02</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section O: Support Services Policies and Procedures (continued)				
<p>Health Education/Risk Reduction: Provision of education to clients living with HIV about HIV transmission and how to reduce the risk of HIV transmission. It includes sharing information about medical and psychosocial support services and counseling with clients to improve their health status.</p>	<p>Documentation that:</p> <ol style="list-style-type: none"> 1. Clients are educated about HIV transmission and how to reduce the risk of HIV transmission to others. 2. Clients receive information about available medical and psychosocial support services. 	<ol style="list-style-type: none"> 1. Maintain records of services provided. 2. Document in client files client eligibility, information provided on available services, education about HIV transmission, counseling on how to improve their health status and reduce risk of HIV transmission. 3. Documentation that staff has visited collaborating service agencies/has knowledge of local resources. 4. Documentation that supervisors reviewed 10 percent of each HE/RR staff client records each month. 5. Documentation that supervisor/program manager has reviewed pre-post tests and program evaluations. 	<p>HE/RR services cannot be delivered anonymously.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.6</p> <p>PCN 16-02</p>
<p>Housing Services: Provide transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain OAHS services and treatment. Housing services include housing referral services and transitional, short-term, or emergency housing assistance.</p>	<ol style="list-style-type: none"> 1. Must have mechanisms in place to allow newly identified clients access to housing services. 2. Documentation that funds are used only for allowable purposes. 3. Services are provided by case managers or other housing professionals. 4. Policies and procedures to provide individualized written housing plans, consistent with Housing Policy, covering each client receiving short term, transitional, and emergency housing services. 5. Agency established payment methodology to issue direct payment to housing vendor or voucher system. 	<ol style="list-style-type: none"> 1. Maintain documentation of services provided. 2. Ensure staff providing housing services are case managers or other professionals who possess knowledge of local, state, and federal housing programs and how to access those programs. 3. Policies and procedures are written ensuring individualized written housing plans are consistent with Housing Policy. 	<p>Housing services cannot be in the form of direct cash payments to clients and cannot be used for mortgage payments.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.7</p> <p>PCN 16-02; PCN 16-02 FAQ #18</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
Housing Services (continued)		<p>4. Agency will establish payment methodology to include either direct payment to a housing vendor or a voucher system with no direct payments to clients. Payment process will include documentation of lease/mortgage, utility bill, fees (late fees, legal), utility bill, IRS Form W-9.</p> <p>5. Documentation of required initial training by staff as outlined in the Standards of Care for Housing Services completed within three (3) months of hire is located in the personnel file. All professional housing providers must complete the following within three (3) months of hire:</p> <ul style="list-style-type: none"> • Effective Communication • Texas HIV Medication Program • HIV Case Management • HIV and Behavioral Risk • Substance Use and HIV • Mental Health and HIV • Local, state, and federal housing program rules and regulations • How to access housing programs <p>6. Client eligibility for services, actual services provided by type of service, number of clients served, and level of services will be collected.</p>		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section O: Support Services Policies and Procedures (continued)				
<p>Linguistic Services: Provide interpretation and translation services, both oral and written, to eligible clients. These services must be provided by qualified linguistic service providers as a component of HIV service delivery between the healthcare provider and the client. These services are to be provided when such services are necessary to facilitate communication between the provider and client and/or support delivery of RWHAP-eligible services.</p>	<ol style="list-style-type: none"> 1. Documentation that linguistic services are being provided as a component of HIV service delivery between the provider and the client, to facilitate communication between the client and provider and the delivery of RW-eligible services in both group and individual settings. 2. Services are provided by appropriately trained and qualified individuals holding appropriate State or local certification. 	<ol style="list-style-type: none"> 1. Document the provision of linguistic services. 2. Maintain documentation showing that interpreters and translators employed with RW funds have appropriate training and hold relevant State and/or local certification. 	<p>Services provided must comply with the National Standards for Culturally and Linguistically Appropriate Services (CLAS).</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.8</p> <p>PCN 16-02; PCN 16-02 FAQ #19</p>
<p>Other Professional Services: Provision of professional and consultant services rendered by members of particular professions licensed and/or qualified to offer such services by local governing authorities. Such services may include:</p> <ul style="list-style-type: none"> • Legal services provided to and/or on behalf of the individual living with HIV and involving legal matters related to or arising from their HIV disease. • Permanency planning to help clients/families make decisions about the placement and care of minor children after their parents/caregivers are deceased or are no longer able to care for them. <p>Income tax preparation services to assist clients in filing Federal tax returns that are required by the Affordable Care Act for all individuals receiving premium tax credits.</p>	<ol style="list-style-type: none"> 1. Documentation that funds are used only for allowable services as indicated in Standard. 2. Assurance that program activities do not include any criminal defense or class-action suits unrelated to access to services eligible for funding under the RWHAP Part B program. 3. Maintain client files that include: client eligibility; description of how service is necessitated by individual's HIV status; types of services provided; and hours spent in provision of such services. 	<ol style="list-style-type: none"> 1. Document services provided, including specific types of services. 2. Provide assurance that funds are being used only for services directly necessitated by an individual's HIV status. 3. All licensed agency professional staff, contractors, and consultants who provide legal services shall be currently licensed by the State Bar of Texas. 4. Law students, law school graduates and other legal professionals will be supervised by a qualified licensed attorney. 5. Agency paid legal staff and contractors must complete two (2) hours of HIV-specific training annually. 6. Agency maintains system for dissemination of HIV information relevant to the legal assistance needs of PLWH to staff and volunteers. 	<p>Exclude criminal defense and class-action suits unless related to access to services eligible for funding under the RWHAP.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.7 (formerly Legal Services)</p> <p>PCN 16-02; PCN 16-02 FAQ #13</p> <p>45 CFR §75.459</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
<p>Medical Transportation Services: Provision of nonemergency transportation services that enable an eligible client to access or be retained in core medical and support services.</p>	<ol style="list-style-type: none"> 1. May be provided through contracts with providers of transportation services. 2. Mileage reimbursement (through a non-cash system) that enables clients to travel to needed medical or support services, but should not in any case exceed the established rates for federal programs. 3. Purchase or lease of organizational vehicles for client transportation programs, provided recipient receives prior approval for the purchase of vehicle. 4. Organization and use of volunteer drivers (through reliance upon established programs that ensure auto insurance and other liability issues specifically addressed). 	<ol style="list-style-type: none"> 1. Maintain program files. 2. Maintain documentation that the provider is meeting stated contract requirements with regard to methods of providing transportation. 3. Collection and maintenance of data documenting that funds are used only for transportation designed to help eligible individuals remain in medical care by enabling them to access medical and support services. 4. Obtain HRSA and State approval prior to purchasing or leasing a vehicle(s). 5. Voucher or token systems. 	<p>No direct cash payments or reimbursements to clients. No direct maintenance expenses of a privately-owned vehicle. No costs associated with a privately-owned vehicle such as lease, loan payments, insurance, license, or registration fees.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.9</p> <p>PCN 16-02</p> <p>DSHS HIV Care Services Medical Transportation Services Standard</p>
<p>Outreach Services: Provision of the following three activities:</p> <ul style="list-style-type: none"> • Identification of people who do not know their HIV status and linkage into OAHS • Provision of additional information and education on health care coverage options <p>Reengagement of people who know their status into OAHS</p>	<ol style="list-style-type: none"> 1. Conducted at times and in places where there is a high probability that individuals with HIV infection are present and/or high-risk behaviors are being exhibited 2. Designed to provide quantified program reporting of activities and outcomes to accommodate local evaluation of effectiveness 3. Planned and delivered in coordination with local and state HIV prevention outreach programs to avoid duplication of effort. 4. Targeted to populations known, through local epidemiological data or review of service utilization data or strategic planning processes, to be at disproportionate risk for HIV infection 	<ol style="list-style-type: none"> 1. Document the design, implementation, target areas and populations, and outcomes of outreach activities. 2. Document and provide data showing that all RFP and contract requirements are being met with regard to program design, targeting, activities, and use of funds. 3. Provide financial and program data demonstrating that no outreach funds are being used to pay for HIV counseling and testing, to support broad-scope awareness activities, or to duplicate HIV prevention outreach efforts. 	<p>Funds may not be used to pay for HIV counseling or testing.</p> <p>No use of Part B funds for outreach activities that have HIV prevention education as their exclusive purpose.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.10; RW Part B Fiscal National Monitoring Standards, Section B.7; Part B Manual</p> <p>PCN 12-01; PCN 16-02; HAB Policy Notice 07-06, Policy Notice 97-01</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
Outreach Services (continued)		<p>4. Within the first (3) months of hire, 16 hours of training for new staff and volunteers shall be given which includes but not limited to:</p> <ul style="list-style-type: none"> • Specific HIV-related issues • Substance use and treatment • Mental health issues • Domestic violence • Sexually transmitted infections (STIs) • Partner notification • Housing Services • Adolescent health issues • Commercial sex workers • Incarcerated/recently released • Gay/lesbian/bisexual/transgender concerns <p>5. Each outreach supervisor, staff and volunteer shall hold a valid Texas driver's license and proof of liability insurance, if needed, to carry out work responsibilities.</p>		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/ METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section O: Support Services Policies and Procedures (continued)				
<p>Psychosocial Support Services: Provide group or individual support and counseling services to assist eligible PLWH to address behavioral and physical health concerns. Services include:</p> <ul style="list-style-type: none"> • Bereavement counseling • Child abuse and neglect counseling • HIV support groups • Nutrition counseling provided by a non-registered dietitian <p>Pastoral care/counseling services</p>	<p>1. Documentation that psychosocial services funds are used only to support eligible services.</p> <p>2. Documentation that pastoral care/counseling services meet the following:</p> <ul style="list-style-type: none"> • Provided by an institutional pastoral care program; • Provided by a licensed or accredited provider wherever such licensure or accreditation is either required or available; • Available to all individuals eligible for RW services. <p>3. Assurance that no funds under this service are used for the provision of nutritional supplements.</p>	<p>1. Document the provision of psychosocial support services.</p> <p>2. Maintain documentation that demonstrates funds are used for allowable services only, no funds are used for provision of nutritional supplements, and any pastoral care/counseling services meet all stated requirements.</p> <p>3. Program staff conducting nutritional counseling will be trained to perform nutritional assessments.</p> <p>4. All non-professional staff delivering support group facilitation must be supervised by a licensed professional.</p>	<p>Funds may not be used to provide nutritional supplements.</p> <p>Funds may not be used for social/recreational activities or to pay for a client's gym membership.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.11</p> <p>PCN 16-02</p>
<p>Referral for Health Care/Supportive Services: Directs a client to needed core medical or support services in person or through telephone, written, or other type of communication. This service may include referrals to assist eligible clients to obtain access to other public and private programs for which they may be eligible.</p>	<p>1. Documentation that funds are used only for allowable services.</p> <p>2. Documentation of method of client contact; method of providing referrals; and referrals and follow up provided.</p>	<p>1. Maintain program files.</p> <p>2. Maintain client records that include required elements as detailed by the State.</p> <p>3. Maintain documentation demonstrating that services and circumstances of referral services meet contract requirements.</p>		<p>RWHAP Part B Program National Monitoring Standards, Section C.12</p> <p>PCN 16-02</p>
<p>Rehabilitation Services: Provided by a licensed or authorized professional in accordance with an individualized plan of care intended to improve or maintain a client's quality of life and optimal capacity for self-care.</p>	<p>Documentation that services:</p> <ol style="list-style-type: none"> 1. Intended to improve or maintain a client's quality of life and optimal capacity for self-care. 2. Limited to allowable activities. 3. Provided by a licensed or authorized professional. 4. Provided in accordance with an individualized plan of care that includes components specified by the State. 5. Rehabilitative services must be provided in an outpatient setting. 	<ol style="list-style-type: none"> 1. Maintain and share all program and financial records that document types of services provided, type of facility, provider licensing, use of funds only for allowable services. 2. Maintain client records that include the required elements as detailed by the State. 		<p>RWHAP Part B Program National Monitoring Standards, Section C.13</p> <p>PCN 16-02; PCN 16-02 FAQ #14</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
Section O: Support Services Policies and Procedures (continued)				
Rehabilitation Services (continued)				
		<p>3. Rehabilitative services must be provided in an outpatient setting. This may include outpatient ambulatory or home setting. Contracts or Memorandums of Agreement/Understanding are in place with these agencies/individual providers to provide services in an outpatient setting.</p> <p>4. Direct supervision by a licensed/certified professional during client interaction is required if assistants or students are providing care.</p> <p>5. Staff participating in the direct provision of services to clients must satisfactorily complete all appropriate continuing education units (CEUs) based on license requirement for each licensed/ certified therapist.</p>		
<p>Respite Care: Provision of periodic respite care in community or home-based settings that includes non-medical assistance designed to provide care for an HIV client to relieve the primary caregiver responsible for the day-to-day care of an adult or minor living with HIV. Recreational and social activities are allowable program activities as part of a respite care service provided in a licensed or certified provider setting including drop-in centers within OAHS or satellite facilities.</p>	<p>1. Documentation that funds are used only for allowable services.</p>	<p>1. Maintain program files that include number of clients served, and settings/methods of providing care.</p> <p>2. Maintain client files that include: eligibility and services provided.</p> <p>3. Staff will have the skills, experience, and qualifications appropriate to providing respite care services. When the client designates a community respite caregiver who is a member of his or her personal support network, this designation suffices as the qualification.</p> <p>4. All non-professional staff must be supervised by a degreed or licensed individual in the fields of health, social services, mental health, or a related area, preferably Master's Level. A person with equivalent experience may be used.</p> <p>5. Supervisors must review a 10 percent sample of each staff records each month for completeness, compliance with these standards, and quality and timeliness of service delivery.</p>	<p>Funds may not be used for off premise social/recreational activities or to pay for a client's gym membership.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.14 PCN 16-02</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
Respite Care (continued)		<p>6. Each supervisor must maintain a file on each staff member supervised and hold supervisory sessions on at least a weekly basis. The file on the staff member must include, at a minimum:</p> <ul style="list-style-type: none"> • Date, time, and content of the supervisory sessions • Results of the supervisory case review addressing, at a minimum of completeness and accuracy of records, compliance with standards, and effectiveness of service. <p>7. Funds may be used to support informal respite care if:</p> <ul style="list-style-type: none"> • Liability issues have been addressed • Appropriate releases obtained that protect the client, provider of respite care, and the Program • Payment for services (reimbursement) is made for actual costs and no cash payments are made to clients or primary caregivers • Voucher or gift card may be used as reimbursement 		

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
<p>Substance Abuse Services (residential): Provision of services for the treatment of drug or alcohol use disorders in a residential setting to include screening, assessment, diagnosis, and treatment of substance use disorder. This service includes: pretreatment/recovery readiness programs; harm reduction; behavioral health counseling associated with substance use disorder; medication assisted therapy; neuro-psychiatric pharmaceuticals; relapse prevention; and detoxification if offered in a separate licensed residential setting.</p>	<ol style="list-style-type: none"> 1. Documentation that services are provided by or under the supervision of a physician or by other qualified personnel with appropriate and valid licensure and certification as required by the State. 2. Documentation that services provided meet the service category definition. 3. Documentation that services are provided in accordance with a written treatment plan. 4. Assurance that services are provided only in a short-term residential setting. 5. Documentation that if provided, acupuncture services are limited through some financial cap, are provided only with a written referral from the client's primary care provider, and are offered by a provider with appropriate State license and certification, if it exists. 	<ol style="list-style-type: none"> 1. Maintain documentation of provider licensure or certifications as required by the State. This includes licensures and certifications for a provider of acupuncture services. 2. Documentation of staffing structure showing supervision by a physician or other qualified personnel. 3. Provide assurance that all services are provided in a short-term residential setting. 4. Maintain program files that document allowable services provided, and the quantity/frequency/modality of treatment services. 5. Maintain client records. 6. Agency will have documentation on site that license is current for the physical location of the treatment facility. 7. Documentation of supervision during client interaction with Counselors In Training (CIT) or Interns as required by DSHS. 8. Each staff member will have documentation of minimum experience to include: <ul style="list-style-type: none"> • Continuing Education in HIV • One (1) year of experience in family counseling as pertaining to substance use disorders • Non-violent crisis intervention training • Training in mental health issues and knowing when to refer a client to a mental health program/counselor 	<p>Funds may not be used for inpatient detoxification in a hospital setting, unless the detoxification facility has a separate license.</p>	<p>RWHAP Part B Program National Monitoring Standards, Section C.15</p> <p>PCN 16-02</p>

TEXAS DEPARTMENT OF STATE HEALTH SERVICES, DSHS HIV CARE SERVICES GROUP
RYAN WHITE PART B PROGRAM

DSHS STANDARD	PERFORMANCE MEASURE/METHOD	SUB-RECIPIENT RESPONSIBILITY	LIMITATIONS	SOURCE CITATION
<i>Section O: Support Services Policies and Procedures (continued)</i>				
Substance Abuse Services (residential) (continued)		<p>9. All direct care staff shall maintain current Cardio Pulmonary Resuscitation (CPR) and First Aid certification. Licensed health professionals and personnel in licensed medical facilities are exempt if emergency resuscitation equipment and trained response teams are available 24 hours a day.</p> <p>10. Documentation of professional liability for all staff and agency.</p> <p>11. Agency shall have a policy and procedure to conduct Interdisciplinary Case Conferences held for each active client at least once every six (6) months.</p> <p>12. Agency shall have and implements policies and procedures for handling crisis situations and psychiatric emergencies, which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Verbal Intervention • Non-violent physical intervention • Emergency medical contact information • Incident reporting • Voluntary and involuntary client admission • Follow-up contacts • Continuity of services in the event of a facility emergency <p>13. Agency will have a policy and procedure for clients to follow if they need after-hours assistance.</p> <p>14. There will be written policies and procedures for staff to follow for psychiatric or medical emergencies.</p> <p>15. Policies and procedures define emergency situations, and the responsibilities of key staff are identified.</p>		



2020-2021 Standards of Care
Table of Contents

<u>Service Category</u>	
Community-Based Health Services	2
Early Intervention Services – Incarcerated	8
Health Insurance Assistance	15
Hospice Services	24
Linguistic Services	33
Mental Health Services	36
Non-Medical Case Management (Substance Abuse)	45
Oral Health Care	53
Referral for Healthcare (ADAP)	61

RYAN WHITE PART B/DSHS STATE SERVICES
2210 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
COMMUNITY-BASED HEALTH SERVICES

Definition:

Home and Community-Based Health Services are therapeutic, nursing, supportive and/or compensatory health services provided by a licensed/certified home health agency in a home or community-based setting in accordance with a written, individualized plan of care established by a licensed physician.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p><u>Scope of Services</u> Community-Based Health Services are designed to support the increased functioning and the return to self-sufficiency of clients through the provision of treatment and activities of daily living. Services must include: Skilled Nursing including medication administration, medication supervision, medication ordering, filling pill box, wound dressing changes, straight catheter insertion, education of family/significant others in patient care techniques, ongoing monitoring of patients' physical condition and communication with attending physician(s), personal care, and diagnostics testing; Other Therapeutic Services including recreational activities (fine/gross motor skills and cognitive development), replacement of durable medical equipment, information referral, peer support, and transportation; Nutrition including evaluation and counseling, supplemental nutrition, and daily nutritious meals; and Education including instructional workshops of HIV related topics and life skills. Services will be available at least Monday through Friday for a minimum of 10 hours/day.</p>	<ul style="list-style-type: none"> • Program's Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client's primary record.
9.2	<p><u>Licensure</u> Agency must be licensed by the Texas Department of Aging and Disability Services (DADS) as an Adult Day Care provider. Agency maintains other certification for facilities and personnel, if applicable. Services are provided in accordance with Texas State regulations.</p>	<ul style="list-style-type: none"> • Documentation of license and/or certification posted in a highly visible place at the site where services are provided to clients.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.3	<p><u>Services Requiring Licensed Personnel</u></p> <p>All services requiring licensed personnel shall be provided by Registered Nurses/Licensed Vocational Nurses or appropriate licensed personnel in accordance with State of Texas regulations. Other Therapeutic Services are provided by paraprofessionals, such as an activities coordinator, and counselors (LPC, LMSW, LMFTA). Nutritional Services are provided by a Registered Dietician and food managers. Education Services are provided by a health educator.</p>	<ul style="list-style-type: none"> • Documentation of qualification in personnel file
9.4	<p><u>Staff Qualifications</u></p> <p>All personnel providing care shall have (or receive training) in the following minimum qualifications:</p> <ul style="list-style-type: none"> • Ability to work with diverse populations in a non-judgmental way • Working knowledge of: <ul style="list-style-type: none"> ➤ HIV and its diverse manifestations ➤ HIV transmission and effective methods of reducing transmission ➤ current treatment modalities for HIV and co-morbidities ➤ HIV/AIDS continuum of care ➤ diverse learning and teaching styles ➤ the impacts of mental illness and substance use on behaviors and adherence to treatment ➤ crisis intervention skills ➤ the use of individualized plans of care in the provision of services and achievement of goals • Effective crisis management skills • Effective assessment skills 	<ul style="list-style-type: none"> • Personnel Qualification on file • Documentation of orientation of file
9.5	<p><u>Doctor's Order</u></p> <p>Community-based Health Services must be provided in accordance with doctor's orders. As part of the intake process, doctor's orders must be obtained to guide service provision to the client.</p>	<ul style="list-style-type: none"> • Review of client's primary record indicates compliance.
9.6	<p><u>Billing Requirement</u></p> <p>Home and Community Based Home Health agency must be able to bill Medicare, Medicaid, private insurance and/or other third party payers.</p>	<ul style="list-style-type: none"> • Provider will provide evidence of third-party billing.

#	STANDARD	MEASURE
9.7	<p><u>Initial Client Assessment</u> A preliminary assessment will be conducted that includes services needed, perceived barriers to accessing services and/or medical care.</p> <p>Client will be contacted within one (1) business day of the referral, and services should be initiated at the time specified by the primary medical care provider, or within two (2) business days, whichever is earlier.</p>	<ul style="list-style-type: none"> • Documentation of needs assessment completed in the client's primary record • Documented evidence of a comprehensive evaluation completed in the client's primary record.
9.8	<p><u>Comprehensive Client Assessment</u> A comprehensive client assessment, including nursing, therapeutic, and educational is completed for each client within seven (7) days of intake and every six (6) months thereafter. A measure of client acuity will be incorporated into the assessment tool to track client's increased functioning.</p> <p>A comprehensive evaluation of the client's health, psychosocial status, functional status, and home environment should be completed to include:</p> <ul style="list-style-type: none"> • Assessment of client's access to primary care, adherence to therapies, disease progression, symptom management and prevention, and need for skilled nursing or rehabilitation services. • Information to determine client's ability to perform activities of daily living and the level of attendant care assistance the client needs to maintain living independently. 	<ul style="list-style-type: none"> • Review of client's primary record indicates compliance. • Acuity levels documented as part of assessment.
9.9	<p><u>Nutritional Evaluation</u> Each client shall receive a nutritional evaluation within 15 days of initiation of care.</p>	<ul style="list-style-type: none"> • Documentation is completed and maintained in the client's primary record.
9.10	<p><u>Meal Plan</u> Staff will maintain signed and approved meal plans.</p>	<ul style="list-style-type: none"> • Written documentation of plans is on file and posted in serving area.
9.11	<p><u>Plan of Care</u> A written plan of care is completed for each client within seven (7) days of intake and updated at least every sixty (60) calendar days thereafter. Development of plan of care incorporates a multidisciplinary team approach.</p>	<ul style="list-style-type: none"> • Review of client's primary record indicates compliance

#	STANDARD	MEASURE
9.12	<p><u>Implementation of Care Plan</u> In coordination with the medical care coordination team, professional staff will:</p> <ul style="list-style-type: none"> • Provide nursing and rehabilitation therapy care under the supervision and orders of the client's primary medical care provider. • Monitor the progress of the care plan by reviewing it regularly with the client and revising it as necessary based on any changes in the client's situation. • Advocate for the client when necessary (e.g., advocating for the client with a service agency to assist the client in receiving necessary services). • Monitor changes in client's physical and mental health, and level of functionality. • Work closely with client's other health care providers and other members of the care team in order to effectively communicate and address client service-related needs, challenges and barriers. • Participate in the development of individualized care plan with members of the care team. • Participate in regularly scheduled case conferences that involve the multidisciplinary team and other service providers as appropriate. • Provide attendant care services which include taking vital signs if medically indicated • Assist with client's self-administration of medication. • Promptly report any problems or questions regarding the client's adherence to medication. • Report any changes in the client's condition and needs. • Current assessment and needs of the client, including activities of daily living needs (personal hygiene care, basic assistance with cleaning, and cooking activities) • Need for home and community-based health services • Types, quantity and length of time services are to be provided <p>Care plan is updated at least every sixty (60) calendar days</p>	<ul style="list-style-type: none"> • Documentation in the client's primary record indicates services provided were consistent with the care plan. • Documentation in the client's primary record indicates services provided were consistent with the care plan. • Percentage of clients with documented evidence of a care plan completed based on the primary medical care provider's order as indicated in the client's primary record. • Percentage of clients with documented evidence of care plans reviewed and/or updated as necessary based on changes in the client's situation at least every sixty (60) calendar days as evidenced in the client's primary record.

9.13	<p><u>Provision of Services/ Progress Notes</u> Provides assurance that the services are provided in accordance with allowable modalities and locations under the definition of home and community-based health services.</p> <ul style="list-style-type: none"> • Progress notes will be kept in the client's primary record and must be written the day services are rendered. • Progress notes will then be entered into the client record within (14) working days. • The agency will maintain ongoing communication with the multidisciplinary medical care team in compliance with Texas Medicaid and Medicare Guidelines. • The Home and Community-Based Provider will document in the client's primary record progress notes throughout the course of the treatment, including evidence that the client is not in need of acute care. 	<ul style="list-style-type: none"> • Documented evidence of completed progress notes in the client's primary record • Documentation of on-going communication with primary medical care provider and care coordination team as indicated in the client's primary record
9.14	<p><u>Coordination of Services/Referrals</u> If referrals are appropriate or deemed necessary, the agency will:</p> <ul style="list-style-type: none"> • Ensure that service for clients will be provided in cooperation and in collaboration with other agency services and other community HIV service providers to avoid duplication of efforts and encouraging client access to integrated health care. • Consistently report referral and coordination updates to the multidisciplinary medical care team. • Assist clients in making informed decisions on choices of available service providers and resources. 	<ul style="list-style-type: none"> • Documentation of referrals (as applicable) to other services as indicated, with follow-up in the client's primary record.
9.15	<p><u>Refusal of referral</u> The home or community-based health service agency may refuse a referral for the following reasons only:</p> <ul style="list-style-type: none"> • Based on the agency's perception of the client's condition, the client requires a higher level of care than would be considered reasonable in a home/community setting. <p>The agency must document the situation in writing and immediately contact the client's primary medical care provider.</p>	<ul style="list-style-type: none"> • Documentation in the client's primary record will indicate the reason for refusal

#	STANDARD	MEASURE
9.16	<p><u>Completion of Services/Discharge</u> Services will end when one or more of the following takes place:</p> <ul style="list-style-type: none"> • Client acuity indicates self-sufficiency and care plan goals completed; • Client expresses desire to discontinue/transfer services; • Client is not seen for ninety (90) days or more; and • Client has been referred on to a higher level of care (such as assisted living or skilled nursing facility) • Client is unable or unwilling to adhere to agency policies. • Client relocates out of the service delivery area • When applicable, an employee of the agency has experienced a real or perceived threat to his/her safety during a visit to a client's home, in the company of an escort or not. The agency may discontinue services or refuse the client for as long as the threat is ongoing. Any assaults, verbal or physical, must be reported to the monitoring entity within one (1) business day and followed by a written report. A copy of the police report is sufficient, if applicable. <p>All services discontinued under above circumstances (if applicable) must be accompanied by a referral to an appropriate service provider agency.</p>	<ul style="list-style-type: none"> • Documentation of a discharge/transfer plan developed with client, as applicable, as indicated in the client's primary record.

References

- HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013, p. 14-16.
 HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013, p. 13-15.
 Massachusetts Department of Public Health Bureau of Infectious Disease Office of HIV/AIDS Standards of Care for HIV/AIDS Services 2009.
 San Francisco EMA Home-Based Home Health Care Standards of Care February 2004.
 Texas Administrative Code, Title 40, Part 1, Chapter 97, Subchapter B, Rule 97.211.
HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 16-02

**RYAN WHITE PART B/DSHS STATE SERVICES
1920 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
EARLY INTERVENTION SERVICES FOR THE INCARCERATED**

Definition:

Early Intervention Services are designed to bring HIV-positive individuals into Outpatient Ambulatory Medical Care through counseling, testing, and referral activities.

#	STANDARD	MEASURE
9.1	<p><u>Scope of Service</u> The goal of Early Intervention Services (EIS) is to decrease the number of underserved individuals with HIV/AIDS by increasing access to care, educating and motivating clients on the importance and benefits of getting into care, through expanding key points of entry.</p> <p>The provision of EIS includes:</p> <ul style="list-style-type: none"> • HIV Testing and Targeted counseling, ** Referral services, Linkage to care, and health education/literacy training that enable clients to navigate the HIV system of care <p>Early intervention Services for the Incarcerated specifically includes the connection of incarcerated in the Harris County Jail into medical care, the coordination of their medical care while incarcerated, and the transition of their care from Harris County Jail to the community. Services must include: assessment of the client, provision of client education regarding disease and treatment, education and skills building to increase client's health literacy, completion/submission establishment of THMP/ADAP application <u>eligibility (as applicable)</u>, care coordination with medical resources within the jail, care coordination with service providers outside the jail, discharge planning and linkage to community medical and support services.</p> <p>**Limitation: Funds can only be used for HIV testing as necessary to supplement, not supplant, existing funding.</p>	<ul style="list-style-type: none"> • Program's Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in primary client record.

#	STANDARD	MEASURE
9.2	<u>Agency License</u> The agency's facility(s) shall be appropriately licensed or certified as required by Texas Department of State Health Services, for the provision of HIV Early Intervention Services, including phlebotomy services.	<ul style="list-style-type: none"> Review of agency
9.3	<u>Program Policies and Procedures</u> Agency will have a policy that: <ul style="list-style-type: none"> Defines and describes EIS services (funded through Ryan White or other sources) that include and are limited to counseling and HIV testing, referral to appropriate services based on HIV status, linkage to care, and education and health literacy training for clients to help them navigate the HIV care system Specifies that services shall be provided at specific points of entry Specifies required coordination with HIV prevention efforts and programs Requires coordination with providers of prevention services Requires monitoring and reporting on the number of HIV tests conducted and the number of positives found Requires monitoring of referrals into care and treatment 	<ul style="list-style-type: none"> Program's Policies and Procedures indicate compliance with expectations.
9.4	<u>Staff Qualifications</u> All agency staff that provide direct-care services shall possess: <ul style="list-style-type: none"> Advanced training/experience in the area of HIV/infectious disease HIV early intervention skills and abilities as evidenced by training, certification, and/or licensure, and documented competency assessment Skills necessary to work with a variety of health care professionals, medical case managers, and interdisciplinary personnel. <p>Supervisors must possess a degree in a health/social service field or equivalent experience.</p>	<ul style="list-style-type: none"> Review of personnel files indicates compliance

#	STANDARD	MEASURE
9.5	<u>Continuing Education</u> Each staff will complete a minimum of (12) hours of training annually to remain current on HIV care.	<ul style="list-style-type: none"> Evidence of training will be documented in the staff personnel records.
9.6	<u>Supervision</u> Each agency must have and implement a written plan for supervision of all Early Intervention staff. Supervisors must review a 10 percent sample of each staff member's client records each month for completeness, compliance with these standards, and quality and timeliness of service delivery. Each supervisor must maintain a file on each staff supervised and hold supervisory sessions on at least a monthly basis. The file must include, at a minimum: <ul style="list-style-type: none"> Date, time, and content of the supervisory sessions Results of the supervisory case review addressing at a minimum completeness and accuracy of records, compliance with standards, and effectiveness of service. 	<ul style="list-style-type: none"> Program's Policies and Procedures indicate compliance with expectations. Review of documentation indicates compliance.
9.7	<u>Client Eligibility</u> In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> HIV-positive status Language(s) spoken and Literacy level (client self-report) <i>Due to client's state of incarceration, this service is excluded from the requirement to document income and residency.</i>	<ul style="list-style-type: none"> Documentation of HIV status is present in the primary client record. Documentation in compliance with TRG Policies for Documentation of HIV Status.
9.8	<u>CPCDMS Update/Registration</u> As part of intake into service, staff will register new clients into the CPCDMS data system (to the extent possible) and update CPCDMS registration for existing clients.	<ul style="list-style-type: none"> Current registration of client is present in CPCDMS.
9.9	<u>Assessment of Client</u> Staff will complete an intake assessment form for all clients served. The assessment will include: <ul style="list-style-type: none"> Mental health and substance use issues Housing/living situation, Support system, Desired community medical providers, and Other identified needs upon release. 	<ul style="list-style-type: none"> Intake assessment form is present in the primary client record.

#	STANDARD	MEASURE
9.10	<p><u>Provision of Education/Counseling - All</u> Staff provide PLWH with education regarding the disease and its management, risk reduction, medication adherence and other health-related education. The provision education will include:</p> <ul style="list-style-type: none"> • Health Education regarding HIV • Risk Reduction counseling • Maintenance of immune system • Disclosure to partners and support systems • Importance of accessing medical care and medications 	<ul style="list-style-type: none"> • Documentation of client education is present in the primary client record.
9.11	<p><u>Provision of Education/Counseling – Newly-Diagnosed</u> Staff provide newly diagnosed PLWH with additional education regarding the disease and its management, risk reduction, medication adherence and other health-related education. The provision education will include:</p> <ul style="list-style-type: none"> • HIV 101 • Risk Reduction counseling • Treatment as Prevention • Importance of accessing medical care and medications 	<ul style="list-style-type: none"> •
9.12	<p><u>Increase Health Literacy</u> Staff assesses client ability to navigate medical care systems and provides education to increase client ability to advocate for themselves in medical care systems.</p>	<ul style="list-style-type: none"> • Documentation of health literacy evaluation and education is present in the primary client record.
9.13	<p><u>Coordination of Care</u> Staff assists in the coordination of client medical care while incarcerated including, but not limited to, medical appointments with a prescribing provider and medications.</p>	<ul style="list-style-type: none"> • Documentation of coordination of care is present in the primary client record.
9.14	<p><u>Medication Regimen Establishment/Transition</u> Staff assists clients to become eligible for THMP/ADAP medication program prior to release through <u>THMP Electronic Upload Process</u>. Staff assists client with transition of medication from correctional facility to outside pharmacy.</p>	<ul style="list-style-type: none"> • Documentation of THMP/ADAP application and its submission is present in primary client record. • Documentation of connection/referral to outside pharmacy.

9.15	<p><u>Transitional Team Multidisciplinary (TTMD) Review</u> Staff creates opportunities for MDT review with all involved agencies to discuss client's case.</p>	<ul style="list-style-type: none"> • Schedule of available times for TTMD reviews with involved agencies available for review. • Documentation of TTMD reviews present in primary client record.
9.16	<p><u>Discharge/Care Planning</u> Staff conducts discharge planning into Houston HIV Care Continuum. Discharge/Care planning should include but is not limited to:</p> <ul style="list-style-type: none"> • Review of core medical and other supportive services available upon release, and • Needs identified through the assessment should document referral (as applicable) either through resources within the incarceration program or upon discharge • Creation of a discharge/care plan. • Discharge/Care plan should clearly identify individuals responsible for the activity (i.e. EIS Staff, MAI, MHMR, DSHS Prevention) 	<ul style="list-style-type: none"> • Documentation of review of services present in primary client record. • Documentation of client discharge/care plan is present in primary client record. • Documentation of applicable referrals (internal/external) with follow-up in the primary client record
9.17	<p><u>Progress Note</u> Progress notes will be maintained in each primary client record with documentation of the assistance the EIS staff provided to the client to help achieve applicable goals, including successful linkage to OAHS services.</p>	<ul style="list-style-type: none"> • Documented progress notes showing assistance provided to the client in the primary client record.
9.18	<p><u>HIV Testing and Targeted Counseling</u> According to the HRSA National Monitoring Standards all four components must be present. Part B funds can only be used for HIV testing to supplement, not supplant, existing funding.</p> <ul style="list-style-type: none"> • If Ryan White Part B/State Services funds are used for HIV testing, agency must submit a waiver to TRG and document the reason(s) necessary to supplement existing funding. 	<ul style="list-style-type: none"> • Review of monthly expenses indicates compliance • Waiver are present when funds are utilized for testing

#	STANDARD	MEASURE
9.19	<p><u>Referral Process</u> Referrals will be documented in the primary client record and, at a minimum, should include referrals for services such as:</p> <ul style="list-style-type: none"> • OAHS • MCM • Medical transportation, as applicable • Mental Health, as applicable • Substance Use Treatment, as applicable <p>Any additional services necessary to help clients engage in their medical care</p> <p><u>Referral Packet</u> Staff makes referrals to agencies for all clients to be released from Harris County Jail. The referral will include a packet with</p> <ol style="list-style-type: none"> a. A copy of the Harris County Jail Intake/Assessment Form, b. Proof of HIV diagnosis, c. A list of current medications, and d. Provide client ID card or “known to me as” letter on HCSO letterhead to facilitate access of HIV/AIDS services in the community. <p><u>Referral Tracking</u> All referrals made will have documentation of follow-up to the referral in the primary client record. Follow-up documentation should include the result of the referral made (successful or otherwise) and any additional assistance the EIS staff offered to the PLWH. The following outcomes will be documented:</p> <ul style="list-style-type: none"> • Initial Eligibility/Screening appointment with community clinic • Initial Medical appointment with primary care provider. 	<ul style="list-style-type: none"> • Documentation of referral present in primary client record • Documentation of referral feedback present in primary client record. • Copy of “known to me as” letter present in primary client record.
9.20	<p><u>Case Closure</u> PLWH who are released from Harris County Jail must have their cases closed with a case closure summary narrative documenting the reason for closure (i.e. transferring care, release, PLWH chooses to discontinue services), linkage to care (OAHS, MCM) and referral outcome summary</p>	<ul style="list-style-type: none"> • Closed cases that include documentation stating the reason for closure and a closure summary in the primary client record system. • Documentation of supervisor signature/approval on closure summary (electronic review is acceptable).

	(if applicable).	
9.21	<u>MOUs with Core Medical Services</u> The Agency must maintain MOUs with a continuum of core medical service providers. MOUs should be targeted at increasing communication, simplifying referrals, and decreasing other barriers to successfully connecting PLWHs into ongoing care.	<ul style="list-style-type: none">• Review of MOUs at annual quality compliance reviews.• Documentation of communication and referrals with agencies covered by MOUs is present in primary client record.

RYAN WHITE PART B/DSHS STATE SERVICES
2021 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
HEALTH INSURANCE ASSISTANCE – DRAFT

Definition:

Health Insurance Premium and Cost Sharing Assistance (Health Insurance Assistance or HIA) provides financial assistance for eligible clients living with HIV to maintain continuity of health insurance or to receive medical and pharmacy benefits under a health care coverage program.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p><u>Scope of Service</u> Health Insurance Assistance: The Health Insurance Assistance (HIA) service category is intended to help individuals living with HIV maintain a continuity of medical benefits without gaps in health insurance coverage or discretion of treatment. This financial assistance program enables eligible individuals who are HIV positive to utilize their existing third party or public assistance (e.g. Medicare) medical insurance, not to exceed the cost of care delivery. Under this provision an agency can provide assistance with health insurance premiums, co-payments, co-insurance, deductibles, Medicare Part D premiums, and tax reconciliation.</p> <p><u>Co-Payment:</u> A cost-sharing requirement that requires the insured to pay a specific dollar amount for each unit of service. <u>Co-Insurance:</u> A cost-sharing requirement is that requirement that requires the insured to pay a percentage of costs for covered services/prescription. <u>Deductible:</u> A cost-sharing requirement that requires the insured pay a certain amount for health care or prescription, before the prescription drug plan or other insurance begins to pay. <u>Premium:</u> The amount paid by the insured to an insurance company to obtain or maintain and insurance policy. <u>Tax Reconciliation:</u> A refundable credit will be given on an individual’s federal income tax return if the amount of advance-credit payments is <i>less</i> than the tax credit they should have received. Conversely, individuals will have to repay any excess advance payments with their tax returns if the advance payments for the year are <i>more</i> than the credit amount. <u>Advance Premium Tax Credit (APTC) Tax Liability:</u> Tax liability associated with the APTC reconciliation; reimbursement cap of 50% of the tax due up to a maximum of \$500.</p> <p><u>Income Guidelines:</u> Marketplace (ACA) Plans: 100-400% of Federal Poverty Level All other plans: 0-400% of Federal Poverty Level Exception: Clients who were enrolled <u>(and have maintained their plans without a break in coverage)</u>, prior to November 1, 2015 will maintain their eligibility in subsequent plan years even if below 100% or between 400-500% of federal poverty guidelines.</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client files.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.2	<u>Compliance with Regional Health Insurance Assistance Policy</u> The Agency will establish and track all requirements outlined in the DSHS-approved Regional Health Insurance Assistance Policy (HIA-1701).	<ul style="list-style-type: none"> • Annual Review of agency shows compliance with established policy.
9.3	<u>Clients Referral and Tracking</u> Agency receives referrals from a broad range of HIV/AIDS service providers and makes appropriate referrals out when necessary. Agencies must maintain referral relationships with organizations or individuals who can provide income tax preparation assistance.	<ul style="list-style-type: none"> • Documentation of referrals received • Documentation of referrals out • Staff reports indicate compliance
9.4	<u>Ongoing Training</u> Eight (8) hours annually of continuing education in HIV/AIDS related or other specific topics including a minimum of two (2) hours training in Medicare Part D is required. Minimum of two (2) hours training for all relevant staff on how to identify advance premium tax credits and liabilities.	<ul style="list-style-type: none"> • Materials for staff training and continuing education are on file • Staff interviews indicate compliance
9.5	<u>Staff Experience</u> A minimum of (1) year documented HIV/AIDS work experience is preferred.	<ul style="list-style-type: none"> • Documentation of work experience in personnel file
9.6	<u>Staff Supervision</u> Staff services are supervised by a paid coordinator or manager.	<ul style="list-style-type: none"> • Review of personnel files indicates compliance • Review of agency's Policies & Procedures Manual indicates compliance
9.7	<u>Program Policies</u> Agency will develop policies and procedures regarding HIA assistance, cost-effectiveness and expenditure policy, and client contributions. Agencies must maintain policies on the assistance that can be offered for clients who are covered under a group policy. Agency must have P&P in place detailing the required process for reconciliation and documentation requirements. Agencies must maintain policies and procedures for the vigorous pursuit of excess premium tax credit from individual clients, to include measures to track vigorous pursuit performance; and vigorous pursuit of uninsured individuals to enroll in QHP via Marketplace.	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Review of personnel files indicates training on the policies.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.8	<p><u>Prioritization of Cost-Sharing Service</u> Agency implements a system to utilize the RW Planning Council-approved prioritization of cost sharing assistance when limited funds warrant it. Agencies use the Planning Council-approved consumer out-of-pocket methodology.</p> <p>Priority Ranking of Cost Sharing Assistance (in descending order):</p> <ol style="list-style-type: none"> 1. HIV medication co-pays and deductibles (medications on the Texas ADAP formulary) 2. Non-HIV medication co-pays and deductibles 3. Co-payments for provider visits (e.g. physician visit and/or lab copayments) 4. Medicare Part D (Rx) premiums 5. APTC Tax Liability 6. Out of Network out-of-pocket expenses 	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of agency's monthly reimbursement indicates compliance.
9.9	<p><u>Allowable Use of Funds</u></p> <ol style="list-style-type: none"> 1. Health insurance premiums (COBRA, private policies, QHP, CHIP, Medicaid, Medicare, Medicare Supplemental) * 2. Deductibles 3. Medical/Pharmacy co-payments 4. Co-insurance, and 5. Tax reconciliation up to of 50% of the tax due up to a maximum of \$500 6. Standalone dental insurance premiums to provide comprehensive oral health care services for eligible clients (As of 4/1/2017) 	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of agency's monthly reimbursement indicates compliance.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.10	<p><u>Restricted Use of Funds</u></p> <ol style="list-style-type: none"> 1. Tax reconciliation due, if the client failed to submit the required documentation (life changes, i.e. marriage) during the enrollment period. 2. Funds may not be used to make Out of Packet payments for inpatient hospitalization, emergency department care or catastrophic coverage. 3. Funds may not be used for payment of services delivered by providers out of network. Exception: In-network provider is not available for HIV-related care only and/or appointment wait time for an in-network provider exceeds standards. Prior approval by AA (The Resource Group) is required for all out of network charges, including exceptions. 4. Payment can never be made directly to clients. 5. HIA funds may not be extended for health insurance plans with costs that exceed local benchmark costs unless special circumstances are present, but not without approval by AA. 6. Under no circumstances can funds be used to pay the fee for a client's failure to enroll in minimum essential coverage or any other tax liability owed by the client that is not directly attributed to the reconciliation of the premium tax credits. 7. HIA funds may not be used for COBRA coverage if a client is eligible for other coverage that provides the required minimal level of coverage at a cost-effective price. 8. Life insurance and other elective policies are not covered. 	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of agency's monthly reimbursement indicates compliance.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.11	<p><u>Health Insurance Premium Assistance</u> The following criteria must be met for a health plan to be eligible for HIA assistance:</p> <ol style="list-style-type: none"> 1. Health plan must meet the minimum standards for a Qualified Health Plan and be active at the time assistance is requested 1. Health Insurance coverage must be evaluated for cost effectiveness 2. Health insurance plan must cover at least one drug in each class of core antiretroviral therapeutics from the HHS clinical guidelines as well as appropriate primary care services. 3. COBRA plans must be evaluated based on cost effectiveness and client benefit. <p>Additional Requirements for ACA plans:</p> <ol style="list-style-type: none"> 1. If a client between 100%-250% FPL, only SILVER level plans are eligible for HIA payment assistance (unless client enroll prior to November 1, 2015). 2. Clients under 100% FPL, who present with an ACA plan, are NOT eligible for HIA payment assistance (unless enroll prior to November 1, 2015). 3. All clients who present with an ACA plan are required to take the ADVANCED Premium Tax Credit if eligible (100%-400% of FPL). <p>All clients receiving HIA assistance must report any life changes such as income, family size, tobacco use or residence within 30 days of the reported change.</p>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of client records indicates compliance. • Agencies will ensure payments are made directly to the health or dental insurance vendor within five (5) business days of approved request.
9.12	<p><u>Comprehensive Intake/Assessment</u> Agency performs a comprehensive financial intake/application to determine client eligibility for this program to ensure that these funds are used as a last resort in order for the client to utilize his/her existing insurance or be eligible to purchase a qualified health plan through the Marketplace. Assessment should include review of individual's premium and cost sharing subsidies through the health exchange.</p>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of client intake/assessment for service indicates compliance.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.13	<p><u>Client Education</u> Education must be provided to clients specific to what is reasonably expected to be paid for by an eligible plan and what RWHAP can assist with to ensure healthcare coverage is maintained.</p> <p>Cost Sharing Education</p> <ol style="list-style-type: none"> 1. Education is provided to clients, as applicable, regarding cost-sharing reductions to lower their out-of-pocket expenses. 2. Clients who are not eligible for cost-sharing reductions (i.e. clients under 100% FPL or above 400% FPL; clients who have minimum essential coverage other than individual market coverage and choose to purchase in the marketplace; and those who are ineligible to purchase insurance through the marketplace) are provided education on cost-effective resources available for the client's health care needs. <p>Premium Tax Credit Education</p> <ol style="list-style-type: none"> 1. Education should be provided to the client regarding tax credits and the requirement to file income tax returns 2. Clients must be provided education on the importance of reconciling any Advanced Premium Tax Credit (APTC) well before the IRS tax filing deadline. 	<ul style="list-style-type: none"> • Documented evidence of education provided regarding cost sharing reductions as applicable, as indicated in the client's primary record. • Documented evidence of education provided regarding premium tax credits as indicated in the client's primary record.
9.14	<p><u>Decreasing Barriers to Service</u> Agency establishes formal written agreements with all Houston HSDA Ryan White-funded (Part A, B, C, D) primary care, mental health and substance abuse provider agencies to enable clients of these agencies to enroll in Health Insurance assistance at his/her primary care, mental health or substance abuse provider site. (I.e. No need for client to physically present to Health Insurance provider.)</p>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance. • Review of client intake/assessment for service indicates compliance

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.15	<p><u>Waiver Process</u> In order to ensure proper program delivery, a waiver from the AA is required for the following circumstances:</p> <ol style="list-style-type: none"> 1. HIA payment assistance will exceed benchmark for directly delivered services, 2. Providing payment assistance for out of network providers, 3. To fill prescriptions for drugs that incur higher co-pays or co-insurance because they are outside their health plans formulary, 4. Discontinuing HIA payment assistance due to client conduct or fraud, 5. Refusing HIA assistance for a client who is eligible and whom HIA provides a cost advantage over direct service delivery, 6. Services being postponed, denied, or a waitlisted and; 7. Assisting an eligible client with the entire cost of a group policy that includes coverage for persons not eligible for HIA payment assistance. 	
9.16	<p><u>Payer of Last Resort</u> Agencies must assure that all clients are screened for potential third-party payers or other assistance programs, and that appropriate referrals are made to the provider who can assist clients in enrollment.</p>	
9.17	<p><u>Vigorous Pursuit</u> All contracted agencies must vigorously pursue any excess premium tax credit received by the client from the IRS upon submission of the client's tax return. To meet the standard of "<i>vigorously pursue</i>", all clients receiving assistance through RW funded HIP assistance service category to pay for ACA QHP premiums must:</p> <ol style="list-style-type: none"> 1. Designate premium tax credit be taken in advance during enrollment 2. Update income information at Healthcare.gov every 6 months, at minimum, with one update required during annual ACA open enrollment or renewal 3. Submit prior year tax information no later than May 31st. 4. Reconciliation of advance premium tax credits or liabilities. 	

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.18	<u>Prescription Eyewear</u> Agency must keep documentation from physician stating that the eye condition is related to the client's HIV infection when HIA funds are used to cover co-pays for prescription eyewear.	<ul style="list-style-type: none"> Percentage of client files with documented evidence, as applicable, of prescribing physician's order relating eye condition warranting prescription eyewear is medically related to the client's HIV infection as indicated in the client's primary record
9.19	<u>Medical Visits</u> Clients accessing health insurance premium and cost sharing assistance services should demonstrate adherence with their HIV medical care and have documented evidence of attendance of HIV medical appointments in the client's primary record. Note: For clients who use HIA to enable their use of medical care outside of the RW system: HIA providers are required to maintain documentation of client's adherence to Primary Medical Care (e.g. proof of MD visits) during the previous 12 months.	<ul style="list-style-type: none"> Clients, regardless of age, with a diagnosis of HIV who had at least one medical visit in each 6-month period of the 24-month measurement period with a minimum of 60 days between medical visits. (for clients with applicable data in ARIES or other data system used at the provider location) Note: For clients who use HIA to enable their use of medical care <u>outside</u> of the RWHAP system: Documentation of the client's adherence to Primary Medical Care (e.g. proof of MD visits, insurance Explanation of Benefits, MD bill/invoice) during the previous 12 months
9.20	<u>Viral Suppression</u> Clients receiving Health Insurance Premium and Cost Sharing Assistance services have evidence of viral suppression as documented in viral load testing.	<ul style="list-style-type: none"> For clients with applicable data in ARIES or other data system used at the provider location, percentage of clients, regardless of age, with a diagnosis of HIV with a HIV viral load less than 200 copies/mL at last HIV viral load test during the measurement year.

References

TDSHS HIV/STD Ryan White Part B Program Universal Standards (pg. 30-31)

TDSHS HIV/STD Prevention and Care Branch, Policy 260.002. Health Insurance Assistance

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 33-36.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013. p. 31-35.

HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 16-02

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 07-05](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 13-05](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 13-06](#)

[HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 14-01](#)

[TDSHS HIV/STD Ryan White Program Policies. DSHS Funds as Payment of Last Resort \(Policy 590.001\)](#)

[HRSA/HAB, Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Frequently Asked Questions \(FAQ\) for Standalone Dental Insurance \(PDF\)](#)

**RYAN WHITE PART B/DSHS STATE SERVICES
2021 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
HOSPICE SERVICES**

Definition:

Provision of Hospice Care provided by licensed hospice care providers to clients in the terminal stages of an HIV-related illness, in a home or other residential setting, including a non-acute-care section of a hospital that has been designated and staffed to provide hospice care for terminal patients.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p><u>Scope of Service</u> Hospice services encompass palliative care for terminally ill clients and support services for clients and their families. Services are provided by a licensed nurse and/or physical therapist. Additionally, unlicensed personnel may deliver services under the delegation of a licensed nurse or physical therapist, to a client or a client’s family as part of a coordinated program. A physician must certify that a patient is terminal, defined under Medicaid hospice regulations as having a life expectancy of 6 months or less.</p> <p>Services must include but are not limited to medical and nursing care, palliative care, and psychosocial support for the patient, as well as a mechanism for bereavement referral for surviving family members. Counseling services provided in the context of hospice care must be consistent with the (Ryan White) definition of mental health counseling. Palliative therapies must be consistent with those covered under respective State Medicaid Program.</p> <p>Allowable Ryan White/State Services funded services are:</p> <ul style="list-style-type: none"> • Room • Board • Nursing care • Mental health counseling, to include bereavement counseling • Physician services • Palliative therapeutics 	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client’s primary record.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.2	<p><u>Scope of Service (Cont'd)</u> Services NOT allowed under this category:</p> <ul style="list-style-type: none"> • HIV medications under hospice care unless paid for by the client. • Medical care for acute conditions or acute exacerbations of chronic conditions other than HIV for potentially Medicaid eligible residents. • Funeral, burial, cremation, or related expenses. • Nutritional services, • Durable medical equipment and medical supplies. • Case management services • Although Texas Medicaid can pay for bereavement counseling for family members for up to a year after the patient's death and can be offered in a skilled nursing facility or nursing home, Ryan White funding CANNOT pay for these services per legislation. 	
9.3	<p><u>Client Eligibility</u> In addition to general eligibility criteria, individuals must meet the following criteria in order to be eligible for services. The client's eligibility must be recertified for the program every six (6) months.</p> <ul style="list-style-type: none"> • Referred by a licensed physician • Certified by his or her physician that the individual's prognosis is for a life expectancy of six (6) months or less if the terminal illness runs its normal course • Must be reassessed by a physician every six (6) months. • Must first seek care from other facilities and denial must be documented in the resident's chart. 	<ul style="list-style-type: none"> • Documentation of HIV+ status, residence, identification and income in the client's primary record. • Documentation in client's chart that an attempt has been made to place Medicaid/Medicare eligible clients in another facility prior to admission.
9.4	<p><u>Clients Referral and Tracking</u> Agency receives referrals from a broad range of HIV/AIDS service providers and makes appropriate referrals out when necessary.</p>	<ul style="list-style-type: none"> • Documentation of referrals received. • Documentation of referrals out • Staff reports indicate compliance
9.5	<p><u>Staff Education</u> Agency shall employ staff who are trained and experienced in their area of practice and remain current in end of life issues as it relates to HIV/AIDS. Staff shall maintain knowledge of psychosocial and end of life issues that may impact the needs of persons living with HIV/AIDS.</p>	<ul style="list-style-type: none"> • Staff will attend and has continued access to training activities: • Staff has access to updated HIV/AIDS information • Agency maintains system for dissemination of HIV/AIDS information relevant to the needs of PLWH to paid staff and volunteers. • Agency will document provision of in-service education to staff regarding current treatment methodologies and promising practices.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.6	<u>Ongoing Staff Training</u> <ul style="list-style-type: none"> • Eight (8) hours of training in HIV/AIDS and clinically-related issues is required annually for licensed staff (in addition to training required in General Standards). • One (1) hour of training in HIV/AIDS is required annually for all other staff (in addition to training required in General Standards). 	<ul style="list-style-type: none"> • Materials for staff training and continuing education are on file • Documentation of training in personnel file
9.7	<u>Staff Credentials & Experience</u> All hospice care staff who provide direct-care services and who require licensure or certification, must be properly licensed or certified by the State of Texas. A minimum of one year documented hospice and/or HIV/AIDS work experience is preferred.	<ul style="list-style-type: none"> • Personnel files reflect requisite licensure or certification. • Documentation of work experience in personnel file
9.8	<u>Staff Requirements</u> Hospice services must be provided under the delegation of an attending physician and/or registered nurse.	<ul style="list-style-type: none"> • Review of personnel file indicates compliance • Staff interviews indicate compliance.
9.9	<u>Volunteer Assistance</u> Volunteers cannot be used to substitute for required personnel. They may however provide companionship and emotional/spiritual support to patients in hospice care. Volunteers providing patient care will: <ul style="list-style-type: none"> • Be provided with clearly defined roles and written job descriptions • Conform to policies and procedures 	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Documentation of all training in volunteer files • Signed compliance by volunteer
9.10	<u>Volunteer Training</u> Volunteers may be recruited, screened, and trained in accordance with all applicable laws and guidelines. Unlicensed volunteers must have the appropriate State of Texas required training and orientation prior to providing direct patient care. Volunteer training must also address program-specific elements of hospice care and HIV/AIDS. For volunteers who are licensed practitioners, training addresses documentation practices.	<ul style="list-style-type: none"> • Review of training curriculum indicates compliance • Documentation of all training in volunteer files
9.11	<u>Staff Supervision</u> Staff services are supervised by a paid coordinator or manager. Professional supervision shall be provided by a practitioner with at least two years experience in hospice care of persons with HIV. All licensed personnel shall receive supervision consistent with the State of Texas licensure requirements. Supervisory, provider or advanced practice registered nurses will document supervision over other staff members	<ul style="list-style-type: none"> • Review of personnel files indicates compliance. • Review of agency's Policies & Procedures Manual indicates compliance. • Review of documentation that supervisory provider or advanced practice registered nurse provided supervision over other staff members

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.12	<p><u>Facility Licensure</u> Agency/provider is a licensed hospital/facility and maintains a valid State license with a residential AIDS Hospice designation, or is certified as a Special Care Facility with Hospice designation.</p>	<ul style="list-style-type: none"> • License and/or certification will be posted in a conspicuous place at the site where services are provided to patients. • Documentation of license and/or certification is available at the site where services are provided to clients
9.13	<p><u>Denial of Service</u> The hospice provider may elect to refuse a referral for reasons which include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • There are no beds available • Level of patient's acuity and staffing limitations • Patient is aggressive and a danger to the staff • Patient is a "no show" <p>Agency must develop and maintain s system to inform Administrative Agency regarding issue of long term care facilities denying admission for HIV positive clients based on inability to provide appropriate level of skilled nursing care.</p>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Documentation of notification is available for review.
9.14	<p><u>Multidisciplinary Team Care</u> Agency must use a multidisciplinary team approach to ensure that patient and the family receive needed emotional, spiritual, physical and social support. The multidisciplinary team may include physician, nurse, social worker, nutritionist, chaplain, patient, physical therapist, occupational therapist, care giver and others as needed. Team members must establish a system of communication to share information on a regular basis and must work together and with the patient and the family to develop goals for patient care.</p>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Documentation in client's primary records
9.15	<p><u>Medication Administration Record</u> Agency documents each patient's scheduled medications. Documentation includes patient's name, date, time, medication name, dose, route, reason, result, and signature and title of staff. HIV medications may be prescribed if discontinuance would result in adverse physical or psychological effects.</p>	<ul style="list-style-type: none"> • Documentation in client's primary record
9.16	<p><u>PRN Medication Record</u> Agency documents each patient's PRN medications. Documentation includes patient's name, date, time, medication name, dose, route, reason, outcome, and signature and title of staff.</p>	<ul style="list-style-type: none"> • Documentation in client's primary record

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.17	<p><u>Physician Certification</u></p> <ul style="list-style-type: none"> • The attending physician must certify that a client is terminal, defined under Texas Medicaid hospice regulations as having a life expectancy of six (6) months or less if the terminal illness runs its normal course. • The certification must specify that the individual's prognosis is for a life expectancy of six (6) months or less if the terminal illness runs its normal course. • The certification statement must be based on record review or consultation with the referring physician. • The referring provider must provide orders verbally and in writing to the Hospice provider prior to the initiation of care and act as that patient's primary care physician. Provider orders are transcribed and noted by attending nurse. 	<ul style="list-style-type: none"> • Documentation of attending physician certification of client's terminal illness documented in the client's primary record. • Documentation in the primary record of all physician orders for initiation of care.
9.18	<p><u>Intake and Service Eligibility</u></p> <p>Agency will receive referrals from a broad range of HIV/AIDS service providers. Information will be obtained from the referral source and will include:</p> <ul style="list-style-type: none"> • Contact and identifying information (name, address, phone, birth date, etc.) • Language(s) spoken • Literacy level (client self-report) • Demographics • Emergency contact • Household members • Pertinent releases of information • Documentation of insurance status • Documentation of income (including a "zero income" statement) • Documentation of state residency • Documentation of proof of HIV positivity • Photo ID or two other forms of identification • Acknowledgement of client's rights 	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Documentation in client's primary records

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.19	<p>Comprehensive Health Assessment A comprehensive health assessment, including medical history, a psychosocial assessment and physical examination, is completed for each patient within 48 hours of admission and once every six months thereafter. Symptoms assessment (utilizing standardize tools), risk assessment for falls and pressure ulcers must be part of initial assessment and should be ongoing. Medical history should include the following components:</p> <ul style="list-style-type: none"> • History of HIV infection and other co morbidities • Current symptoms • Systems review • Past history of other medical, surgical or psychiatric problems • Medication history • Family history • Social history • Identifies the patient’s need for hospice services in the areas of medical, nursing, social, emotional, and spiritual care. • A review of current goals of care <p>Clinical examination should include all body systems, neurologic and mental state examination, evaluation of radiologic and laboratory test and needed specialist assessment.</p>	<ul style="list-style-type: none"> • Documentation of comprehensive health assessment completed within 48 hours of admission in the client’s primary record.
9.20	<p>Plan of Care Following history and clinical examination, the provider should develop a problem list that reflects clinical priorities and patient’s priorities.</p> <p>A written Plan of Care is completed for each patient within seven (7) calendar days of admission and reviewed monthly. Care Plans will be updated once every six months thereafter or more frequently as clinically indicated. Hospice care should be based on the USPHS guidelines for supportive and palliative care for people living with HIV/AIDS (http://hab.hrsa.gov/tools/palliative/contents.html) and professional guidelines. Hospice provider will maintain a consistent plan of care and communicate changes from the initial plan to the referring provider.</p>	<ul style="list-style-type: none"> • Documentation in client’s primary record • Written care plan based on physician’s orders completed within seven calendar days of admission documented in the client’s primary record. • Documented evidence of monthly care plan reviews completed in the client’s primary record.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.21	<p><u>Counseling Services</u> The need for counseling services for family members must be assessed and a referral made if requested. The need for bereavement and counseling services for family members must be consistent with definition of mental health counseling.</p>	<ul style="list-style-type: none"> Documentation in client's primary record
9.22	<p><u>Bereavement Counseling</u> Bereavement counseling must be provided. Bereavement counseling means emotional, psychosocial, and spiritual support and services provided before and after the death of the patient to assist with issues related to grief, loss, and adjustment. A hospice must have an organized program for the provision of bereavement services furnished under the supervision of a qualified professional with experience or education in grief or loss counseling. A hospice must:</p> <ul style="list-style-type: none"> Develop a bereavement plan of care that notes the kind of bereavement services to be offered to the patient's family and other persons and the frequency of service delivery; Make bereavement services available to a patient's family and other persons in the bereavement plan of care for up to one year following the death of the patient; Extend bereavement counseling to residents of a skilled nursing facility, a nursing facility, or an intermediate care facility for individuals with an intellectual disability or related conditions when appropriate and as identified in the bereavement plan of care; Ensure that bereavement services reflect the needs of the bereaved. 	<ul style="list-style-type: none"> Referral and/or service provision documented. Documented evidence of bereavement counseling offered to family members upon admission to Hospice services in the client's primary record.
9.23	<p><u>Dietary Counseling</u> Dietary counseling must be provided. Dietary counseling means education and interventions provided to a patient and family regarding appropriate nutritional intake as a hospice patient's condition progresses. Dietary counseling, when identified in the plan of care, must be performed by a qualified person.</p> <ul style="list-style-type: none"> A qualified person includes a dietitian, nutritionist, or registered nurse. A person that provides dietary counseling must be appropriately trained and qualified to address and assure that the specific dietary needs of a client are met. 	<ul style="list-style-type: none"> Referral and/or service provision documented. Documented evidence of dietary counseling provided, when identified in the written care plan, in the client's primary record.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.24	<p><u>Mental Health Counseling</u> Mental health counseling must be provided. Mental health counseling should be solution focused; outcomes oriented and time limited set of activities for the purpose of achieving goals identified in the patient’s individual treatment plan.</p> <p>Mental Health Counseling is to be provided by a licensed Mental Health professional (see Mental Health Service Standard and Universal Standards for qualifications):</p> <ul style="list-style-type: none"> • The patient's needs as identified in the patient's psychosocial assessment • The patient's acceptance of these services 	<ul style="list-style-type: none"> • Referral and/or service provision documented. • Documented evidence of mental health counseling offered, as medically indicated, in the client’s primary record.
9.25	<p><u>Spiritual Counseling</u> A hospice must provide spiritual counseling that meets the patient's and the family's spiritual needs in accordance with their acceptance of this service and in a manner consistent with their beliefs and desires. A hospice must:</p> <ul style="list-style-type: none"> • Provide an assessment of the client's and family's spiritual needs; • Make all reasonable efforts to the best of the hospice's ability to facilitate visits by local clergy, a pastoral counselor, or other persons who can support a client's spiritual needs; and • Advise the client and family of the availability of spiritual counseling services. 	<ul style="list-style-type: none"> • Referral and/or service provision documented. • Spiritual counseling, as appropriate, documented in the written care plan in the client’s primary record.
9.26	<p><u>Palliative Therapy</u> Palliative therapy is care designed to relieve or reduce intensity of uncomfortable symptoms but not to produce a cure. Palliative therapy must be documented in the written plan of care with changes communicated to the referring provider.</p>	<ul style="list-style-type: none"> • Written care plan that documents palliative therapy as ordered by the referring provider documented in the client’s primary record.
9.27	<p><u>Medical Social Services</u> Medical social services must be provided by a qualified social worker. and is based on:</p> <ul style="list-style-type: none"> • The patient's and family's needs as identified in the patient's psychosocial assessment • The patient's and family's acceptance of these services. 	<ul style="list-style-type: none"> • Assessment present in the client’s primary record. • Documentation in client’s primary records.

9.28	<p><u>Discharge</u> An individual is deemed no longer to be in need of hospice services if one or more of these criteria is met:</p> <ul style="list-style-type: none"> • Patient expires. • Patient's medical condition improves, and hospice care is no longer necessary, based on attending physician's plan of care and a referral to Medical Case Management or OAHS must be documented Patient elects to be discharged. • Patient is discharged for cause. • Patient is transferred out of provider's facility. 	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Documentation in client's primary records. • Percentage of clients in Hospice care with documented evidence of discharge status in the client's primary record.
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References

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013, p. 16-18.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013, p. 15-17.

Texas Administrative code Title 40; Part 1; Chapter 97, Subchapter H Standards Specific to Agencies Licensed to Provide Hospice Services

Texas Department of Aging and Disability Services Texas Medicaid Hospice Program Standards Handbook

HRSA Policy Notice 16-02: Eligible Individuals & Allowable Uses of Funds, June 2017

**RYAN WHITE PART B/DSHS STATE SERVICES
2021 HOUSTON HSDA STANDARDS OF CARE
LINGUISTIC SERVICES**

Definition:

Support for Linguistic Services includes interpretation (oral) and translation (written) services, provided by qualified individuals as a component of HIV service delivery between the provider and the client, when such services are necessary to facilitate communication between the provider and client and/or support delivery of Ryan White-eligible services.

#	STANDARD	MEASURE
9.1	<p><u>Scope of Service</u> The agency will provide interpreter services including, but not limited to, sign language for deaf and/or hard of hearing and native language interpretation for monolingual HIV positive clients. Services exclude Spanish Translation Services.</p> <p>Services are intended to be inclusive of all cultures and sub-cultures and not limited to any particular population group or sets of groups. They are especially designed to assure that the needs of racial, ethnic, and linguistic populations severely impacted by the HIV epidemic receive quality, unbiased services</p>	<ul style="list-style-type: none"> • Program's Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client files.
9.2	<p><u>Staff Qualifications and Training</u></p> <ul style="list-style-type: none"> • Oral and written translators will be certified by the Certification Commission for Healthcare Interpreters (CCHI) or the National Board of Certification for Medical Interpreters (NBCMI). Staff and volunteers who provide American Sign Language services must hold a certification from the Board of Evaluation of Interpreters (BEI), the Registry of Interpreters for the Deaf (RID), or the National Interpreter Certification (NIC) at a level recommended by the Texas Department of Assistive and Rehabilitative Services (DARS) Office for Deaf and Hard of Hearing Services. • Interpreter staff/agency will be trained and experienced in the health care setting 	<ul style="list-style-type: none"> • Program Policies and Procedures will ensure the contracted agency is in compliance with legislation/regulations • Legislation and Regulations <ul style="list-style-type: none"> • (Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, Title VI of Civil Rights Act, Health Information Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act
9.3	<p><u>Program Policies</u> Agency will develop policies and procedures regarding the scheduling of interpreters and process of utilizing the service. Agency will disseminate policies and procedures to providers seeking to utilize the service.</p>	<ul style="list-style-type: none"> • Review of Program Policies.

#	STANDARD	MEASURE
9.0	Services are part of the coordinated continuum of HIV/AIDS and social services	
9.4	<u>Provision of Services</u> <ul style="list-style-type: none"> • Agencies shall provide translation/interpretation services for the date of scheduled appointment per request submitted and will document the type of linguistic service provided in the client's primary record. • Agency/providers will offer services to the client only in connection with other HRSA approved services (such as clinic visits). • Providers will deliver services to the client only to the extent that similar services are not available from another source (such as a translator employed by the clinic). This excludes use of family members or friends of the client • Based on provider need, agency shall provide the following types of linguistic services in the client's preferred language: <ul style="list-style-type: none"> • Oral interpretation • Written translation • Sign language • Agency/providers should have the ability to provide (or make arrangements for the provision of) translation services regardless of the language of the client seeking assistance • Agency will be able to provide interpretation/ translation in the languages needed based on the needs assessment for the area 	<ul style="list-style-type: none"> • Review of Program's Policies and Procedures indicate compliance. • Documentation that linguistic services are being provided as a component of HIV service delivery between the provider and the client, to facilitate communication between the client and provider and the delivery of RW-eligible services in both group and individual settings. • Documented evidence of need of linguistic services as indicated in the client's assessment. • Percentage of client files with documented evidence of interpretive/translation services provided for the date of service requested.
9.5	<u>Timeliness of Scheduling</u> Agency will schedule service within one (1) business day of the request.	<ul style="list-style-type: none"> • Review of client files indicates compliance.
9.6	<u>Interpreter Certifications</u> All American Sign Language interpreters will be certified in the State of Texas. Level II and III interpreters are recommended for medical interpretation.	<ul style="list-style-type: none"> • Agency contracts with companies that maintain certified ASL interpreters on staff. • Agency requests denote appropriate levels of interpreters are requested.
9.7	<u>Subcontractor Exclusion:</u> Due to the nature of subcontracts under this service category, the staff training outlined in the General Standards are excluded from being required for interpreters.	<ul style="list-style-type: none"> • No Measure

References

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013, p. 37-38.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013, p. 37-38.

Title VI of the Civil Rights Act of 1964 with respect to individuals with limited English proficiency (LEP).

HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 16-02

**RYAN WHITE PART B/DSHS STATE SERVICES
2021 HOUSTON HSDA STANDARDS OF CARE
MENTAL HEALTH SERVICES**

Definition:

Mental Health Services are the provision of outpatient psychological and psychiatric treatment and counseling services offered to individuals with a diagnosed mental illness, conducted in a group or individual setting, based on a detailed treatment plan, and provided by a mental health professional licensed or authorized within the State to provide such services, typically including psychiatrists, psychologists, and licensed clinical social workers.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p><u>Scope of Work</u> Agency will provide the following services: Individual Therapy/counseling is defined as 1-on-1 or family-based crisis intervention and/or mental health therapy provided by a licensed mental health practitioner to an eligible HIV positive or HIV/AIDS affected individual. Support Groups are defined as professionally led (licensed therapists or counselor) groups that comprise HIV positive individuals, family members, or significant others for the purpose of providing emotional support directly related to the stress of caring for an HIV positive person.</p> <p>Mental health services include Mental Health Assessment; Treatment Planning; Treatment Provision; Individual psychotherapy; Family psychotherapy; Conjoint psychotherapy; Group psychotherapy; Drop-In Psychotherapy Groups; and Emergency/Crisis Intervention. Also included are Psychiatric medication assessment, prescription and monitoring and Psychotropic medication management.</p> <p>General mental health therapy, counseling and short-term (based on the mental health professional’s judgment) bereavement support is available for non-HIV infected family members or significant others.</p> <p>Mental health services can be delivered via Telehealth subject to federal guidelines, Texas State law, and DSHS policy</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client’s primary record.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.2	<p><u>Licensure</u> Counselors must possess the following qualifications: Licensed Mental Health Practitioner by the State of Texas (LCSW, LMSW, LPC, PhD, Licensed Clinical Psychologist or LMFT as authorized to provide mental health therapy in the relevant practice setting by their licensing authority). Bilingual English/Spanish licensed mental health practitioners must be available to serve monolingual Spanish-speaking clients.</p>	<ul style="list-style-type: none"> • A file will be maintained on each professional counselor. Supportive documentation of credentials is maintained by the agency in each counselor's personnel file. • Review of Agency Policies and Procedures Manual indicates compliance. • Review of personnel files indicates compliance
9.3	<p><u>Staff Orientation and Education</u> Orientation must be provided to all staff providing direct services to patients within ninety (90) working days of employment, including at a minimum:</p> <ul style="list-style-type: none"> • Referral for crisis intervention policy/procedures • Standards of Care • Confidentiality • Consumer Rights and Responsibilities • Consumer abuse and neglect reporting policies and procedures • Professional Ethics • Emergency and safety procedures • Data Management and record keeping; to include documenting in ARIES (or CPCDMS if applicable) <p>Staff participating in the direct provision of services to patients must satisfactorily complete all appropriate continuing education units (CEUs) based on license requirement for each licensed mental health practitioner.</p>	<ul style="list-style-type: none"> • Personnel record will reflect all orientation and required continuing education training. • Review of Agency Policies and Procedures Manual indicates compliance. • Review of personnel files indicates compliance
9.4	<p><u>Family Counseling Experience</u> Professional counselors must have two years experience in family counseling if providing services to families.</p>	<ul style="list-style-type: none"> • Experience is documented via resume or other method. Exceptions noted in personnel files.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.5	<p>Professional Liability Insurance Professional liability coverage of at least \$300,000 for the individual or \$1,000,000 for the agency is required.</p>	<ul style="list-style-type: none"> • Documentation of liability insurance coverage is maintained by the agency.
9.6	<p>Substance Abuse Assessment Training Professional counselors must receive training in assessment of substance abuse with capacity to make appropriate referrals to licensed substance abuse treatment programs as indicated within 60 days of start of contract or hire date.</p>	<ul style="list-style-type: none"> • Documentation of training is maintained by the agency in each counselor's personnel file.
9.7	<p>Crisis Situations and Behavioral Emergencies Agency has Policy and Procedures for handling/referring crisis situations and behavioral emergencies either during work hours or if they need after hours assistance, including but not limited to:</p> <ul style="list-style-type: none"> • verbal intervention • non-violent physical intervention • emergency medical contact information • incident reporting • voluntary and involuntary inpatient admission • follow-up contacts <p>Emergency/crisis intervention policy and procedure must also define emergency situations and the responsibilities of key staff are identified; there must be a procedure in place for training staff to respond to emergencies; and these procedures must be discussed with the client during the orientation process.</p> <p>In urgent, non-life-threatening circumstances, an appointment will be scheduled within twenty-four (24) hours. If service cannot be provided within this time frame, the agency will offer to refer the client to another organization that can provide the requested services.</p>	<ul style="list-style-type: none"> • Review of Agency Policies and Procedures Manual indicates compliance.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.8	<p><u>Other Policies and Procedures</u> The agency must develop and implement Policies and Procedures that include but are not limited to the following:</p> <ul style="list-style-type: none"> • Client neglect, abuse and exploitation including but not limited to definition of terms; reporting to legal authority and funding source; documentation of incident; and follow-up action to be taken • Discharge criteria including but not limited to planned discharge behavior impairment related to substance abuse, danger to self or others (verbal/physical threats, self-discharge) • Changing therapists • Referrals for services the agency cannot perform and reason for referral, criteria for appropriate referrals, timeline for referrals. • Agency shall have a policy and procedure to conduct Interdisciplinary Case Conferences held for each active client at least once every 6 months. 	<ul style="list-style-type: none"> • Review of Agency Policies and Procedures Manual indicates compliance.
9.9	<p><u>In-Home Services</u> Therapy/counseling and/or bereavement counseling may be conducted in the client's home.</p>	<ul style="list-style-type: none"> • Program Policies and Procedures address the provision of home visits.
9.10	<p><u>Client Orientation</u> Orientation is provided to all new clients to introduce them to program services, to ensure their understanding of the need of continuous care, and to empower them in accessing services. Orientation will be provided to all clients and include written or verbal information on the following:</p> <ul style="list-style-type: none"> • Services available • Clinic hours and procedures for after-hours emergency situations • How to reach staff member(s) as appropriate • Scheduling appointments • Client responsibilities for receiving program services and the agency's responsibilities for delivering them • Patient rights including the grievance process 	<ul style="list-style-type: none"> • Annual Client Interviews indicates compliance. • Percentage of new clients with documented evidence of orientation to services available in the client's primary record

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.11	<p><u>Comprehensive Assessment</u> A comprehensive assessment including a psychosocial history will be completed at intake (unless client is in crisis). Item should include, but are not limited to: Presenting Problem, Profile/Personal Data, Appearance, Living Arrangements/Housing, Language, Special Accommodations/Needs, Medical History including HIV treatment and current medications, Death/Dying Issues, Mental Health Status Exam, Suicide/Homicide Assessment, Self-Assessment /Expectations, Education and Employment History, Military History, Parenthood, Alcohol/ Substance Abuse History, Trauma Assessment, Family/ Childhood History, Legal History, Abuse History, Sexual/Relationship History, HIV/STD Risk Assessment, Cultural/Spiritual/Religious History, Social/Leisure/Support Network, Family Involvement, Learning Assessment, Mental Status Evaluation.</p>	<ul style="list-style-type: none"> • Documentation in client record, which must include DSM-IV diagnosis or diagnoses, utilizing at least Axis I. • Documentation in client record on the initial and comprehensive client assessment forms, signed and dated, or agency’s equivalent forms. Updates to the information included in the initial assessment will be recorded in the comprehensive client assessment. • Documentation of mental health assessment completed by the 3rd counseling session, unless otherwise noted, in the client’s primary record (If pressing mental health needs emerge during the mental health assessment requiring immediate attention that results in the assessment not being finalized by the third session, this must be documented in the client’s primary record)
9.12	<p><u>Treatment Plan</u> Treatment plans are developed jointly with the counselor and client and must contain all the elements for mental health including:</p> <ul style="list-style-type: none"> • Statement of the goal(s) of counseling and description of the mental health issue • Goals and objectives • The plan of approach and treatment modality (group or individual) • Start date for mental health services • Recommended number of sessions • Date for reassessment • Projected treatment end date • Any recommendations for follow up • Mechanism for review 	<ul style="list-style-type: none"> • Documentation of detailed treatment plan and documentation of services provided within the client’s primary record. • Completed treatment plans and signed by the licensed mental health professional rendering services in the client’s primary record. • Documented evidence of treatment plans reviewed/modified at a minimum midway through the number of determined sessions agreed upon for frequency of modality in the client’s primary record. • Exceptions noted in client’s primary record.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.12	<p><u>Treatment Plan (Cont'd)</u> Treatment plans must be completed within 30 days from the Mental Health Assessment.</p> <p>Supportive and educational counseling should include prevention of HIV related risk behaviors including substance abuse, treatment adherence, development of social support systems, community resources, maximizing social and adaptive functioning, the role of spirituality and religion in a client's life, disability, death and dying and exploration of future goals as clinically indicated. The treatment plan will be signed by the mental health professional rendering service.</p>	
9.13	<p><u>Treatment Plan Review</u> Treatment plans are reviewed and modified at a minimum, midway through the number of determined sessions agreed upon for frequency of modality, or more frequently as clinically indicated. The plan must reflect ongoing reassessment of client's problems, needs and response to therapy. The treatment plan duration, review interval and process must be stated in the agency policies and procedures.</p>	<ul style="list-style-type: none"> • Review of Agency Policies and Procedures Manual indicates compliance. • Documented evidence of treatment plans reviewed/modified at a minimum midway through the number of determined sessions agreed upon for frequency of modality in the client's primary record.
9.14	<p><u>Psychiatric Referral</u> Clients are evaluated for psychiatric intervention and appropriate referrals are initiated as documented in the client's primary record.</p>	<ul style="list-style-type: none"> • Documentation of need for psychiatric intervention are referred to services as evidenced in the client's primary record.
9.15	<p><u>Psychotropic Medication Management:</u> Psychotropic medication management services are available for all clients either directly or through referral as appropriate. Pharm Ds can provide psychotropic medication management services.</p> <p>Mental health professional will discuss the client's concerns with the client about prescribed medications (side effects, dosage, interactions with HIV medications, etc.). Mental health professional will encourage the client to discuss concerns about prescribed medications with their HIV-prescribing clinician (if the mental health professional is not the prescribing clinician) so that medications can be managed effectively.</p> <p><i>Prescribing providers will follow all regulations required for prescribing of psychoactive medications as outlined by the Texas Administrative Code, Title 25, Part 1, Chapter 415, Subchapter A, Rule 415.10</i></p>	<ul style="list-style-type: none"> • Clients accessing medication management services with documented evidence in the client's primary record of education regarding medications. • Documentation of clients with changes to psychotropic/psychoactive medications with documented evidence of this change shared with the HIV-prescribing provider, as permitted by the client's signed consent to share information, in the client's primary record.

9.16	<p><u>Progress Notes</u> Progress notes are completed according to the agency's standardized format, completed for each counseling session and must include:</p> <ul style="list-style-type: none"> • Client name • Session date • Observations • Focus of session • Interventions • Progress on treatment goals • Newly identified issues/goals • Assessment • Duration of session • Counselor signature and counselor authentication • Evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding medication management, interactions and treatment adherence 	<ul style="list-style-type: none"> • Legible, signed and dated documentation in client primary record. • Documented evidence of progress notes completed and signed in accordance with the individual's treatment plan in the client's primary record.
9.17	<p><u>Coordination of Care</u> Care will be coordinated across the mental health care coordination team members. The client is involved in the decision to initiate or defer treatments. The mental health professional will involve the entire care team in educating the client, providing support, and monitoring mental health treatment adherence. Problem solving strategies or referrals are in place for clients who need to improve adherence (e.g. behavioral contracts). There is evidence of consultation with medical care/psychiatric/pharmacist as appropriate regarding medication management, interactions, and treatment adherence.</p>	<ul style="list-style-type: none"> • Percentage of agencies who have documented evidence in the client's primary record or care coordination, as permissible, of shared MH treatment adherence with the client's prescribing provider.
9.18	<p><u>Referrals</u> As needed, mental health providers will refer clients to full range of medical/mental health services including:</p> <ul style="list-style-type: none"> • Psychiatric evaluation • Pharmacist for psychotropic medication management • Neuropsychological testing • Day treatment programs • In-patient hospitalization • Family/Couples therapy for relationship issues unrelated to the client's HIV diagnosis <p>In urgent, non-life-threatening circumstances, an appointment will be made within one (1) business day. If an agency cannot provide the needed services, the agency</p>	<ul style="list-style-type: none"> • Percentage of clients with documented referrals, as applicable, for other medical/mental health services in the client's primary record.

	will offer to refer the client to another organization that can provide the services. The referral must be made within one (1) business day for urgent, non-life-threatening situation(s).	
#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.19	<u>Discharge</u> Services may be discontinued when the client has: <ul style="list-style-type: none"> • Reached goals and objectives in their treatment plan • Missed three (3) consecutive appointments in a six (6) month period • Continual non-adherence to treatment plan • Chooses to terminate services • Unacceptable patient behavior • Death 	<ul style="list-style-type: none"> • Agency will develop discharge criteria and procedures.
9.20	<u>Discharge Summary</u> Discharge summary is completed for each client after 30 days without client contact or when treatment goals are met: <ul style="list-style-type: none"> • Circumstances of discharge • Summary of needs at admission • Summary of services provided • Goals completed during counseling • Discharge plan • Counselor authentication, in accordance with current licensure requirements • Date 	<ul style="list-style-type: none"> • Percentage of clients with documentation of discharge planning when treatment goals being met as evidenced in the client's primary record. • Percentage of clients with documentation of case closure per agency non-attendance policy as evidenced in the client's primary record.
9.21	<u>Supervisor Qualifications</u> Supervision is provided by a clinical supervisor qualified by the State of Texas. The agency shall ensure that the Supervisor shall, at a minimal, be a State licensed Masters-level professional (e.g. LPC, LCSW, LMSW, LMFT, PhD, and Licensed Clinical Psychologist) qualified under applicable State licensing standards to provide supervision to the supervisee.	<ul style="list-style-type: none"> • Documentation of supervisor credentials is maintained by the agency.
9.22	<u>Clinical Supervision</u> A minimum of bi-weekly supervision is provided to counselors licensed less than three years. A minimum of monthly supervision is provided to counselors licensed three years or more.	<ul style="list-style-type: none"> • Documentation in supervision notes. • Each mental health service agency must have and implement a written policy for regular supervision of all licensed staff.

References

- American Psychiatric Association. *The Practice Guideline for Treatment of Patients with HIV/AIDS*, Washington, DC, 2001.
- HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April, 2013, page 17-18.
- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April, 2013, page 17-18.
- New York State Mental Health Standards of Care

**RYAN WHITE PART B/DSHS STATE SERVICES
1920 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
NON-MEDICAL CASE MANAGEMENT TARGETING SUBSTANCE USE DISORDERS**

Definition:

Non-Medical Case Management Services (N-MCM) Targeting Substance Use Disorders (SUD) provide guidance and assistance in accessing medical, social, community, legal, financial, and other needed services. Non-Medical Case management services may also include assisting eligible PLWHs to obtain access to other public and private programs for which they may be eligible, such as Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer’s Patient Assistance Programs, other state or local health care and supportive services, or health insurance Marketplace plans. This service category includes several methods of communication (e.g., face-to-face, phone contact, and any other forms of communication) as deemed appropriate by the Texas DSHS HIV Care Services Group Ryan White Part B program.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p><u>Scope of Service</u> The purpose of Non-Medical Case Management (N-MCM) Services targeting Substance Use Disorders (SUD) is to assist people living with HIV (PLWH) who are also facing the challenges of substance use disorder to procure needed services so that the problems associated with living with HIV and/or SUD are mitigated.</p> <p>N-MCM targeting SUD is a working agreement between a PLWH and a Non-Medical Case Manager for an indeterminate period, based on PLWH need, during which information, referrals and Non-Medical Case Management is provided on an as-needed basis and assists PLWHs who do not require the intensity of Medical Case Management. Non-Medical Case Management is community based (i.e. both office-based and field based). N-MCMs are expected to coordinate activities with referral sources where newly-diagnosed or not-in-care PLWH may be identified, including substance use disorder treatment/counseling and/or recovery support personnel. Such incoming referral coordination includes meeting prospective PLWHs at the referring provider location in order to develop rapport with and ensuring sufficient support is available. Non-Medical Case Management also includes follow-up to re-engage lost-to-care patients. Lost-to-care patients are those PLWHs who have not returned for scheduled appointments with the provider nor have provided updated information about their current Primary Medical Care provider (in the situation where PLWH may have obtained</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in primary client record.

#	STANDARD	MEASURE
9.1	<p>alternate service from another medical provider). Contractor must document efforts to re-engage lost-to-care patients prior to closing patients in the CPCDMS. Non-Medical Case Management extends the capability of existing programs by providing “hands-on” outreach and linkage to care services to those PLWH who are facing the challenges of SUD.</p> <p>Key activities include:</p> <ul style="list-style-type: none"> • Initial assessment of service needs • Development of a comprehensive, individualized care plan • Continuous monitoring to assess the efficacy of the care plan • Re-evaluation of the care plan at least every six (6) months with adaptations as necessary • Ongoing assessment of the PLWH’s and other key family members’ needs and personal support systems <p>**Limitation: Direct Medical Costs and Substance Abuse Treatment/Counseling cannot be billed under this contract.</p>	
9.2	<p><u>Agency License</u> The agency’s facility(s) shall be appropriately licensed or certified as required by Texas Department of State Health Services, for the provision of substance use treatment/counseling.</p>	<ul style="list-style-type: none"> • Review of agency
9.3	<p><u>Program Policies and Procedures</u> Agency will have a policy that:</p> <ul style="list-style-type: none"> • Defines and describes N-MCM targeting SUD services (funded through Ryan White or other sources) that complies with the standards of care outlined in this document. • Specifies that services shall be provided in the office and in the field (i.e. community based). • Specifies required referral to and coordination with HIV medical services providers. • Requires referral to and coordination with providers of substance use treatment/counseling, as appropriate. • Requires monitoring of referrals into services. 	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expectations.

#	STANDARD	MEASURE
9.4	<p><u>Staff Qualifications</u> Non-Medical Case Managers must have at a minimum a Bachelor's degree from an accredited college or university with a major in social or behavioral sciences. Documented work experience in providing services to PLWH may be substituted for the Bachelor's degree requirement on a 1:1 basis (1 year of documented experience may be substituted for 1 year of college). All Non-Medical Case Management Workers must have a minimum of one (1) year work experience with PLWHA and/or substance use disorders.</p> <p>Agency will provide Non-Medical Case Manager a written job description upon hiring.</p>	<ul style="list-style-type: none"> • A file will be maintained on each non-medical case manager. Supportive documentation of credentials and job description are maintained by the agency and in each non-medical case manager's file. Documentation may include, but is not limited to, transcripts, diplomas, certifications and/or licensure. • Review of personnel files indicates compliance
9.5	<p><u>Supervision</u> A minimum of four (4) hours of supervision per month must be provided to each N-MCM by a master's level health professional. At least one (1) hour of supervision must be individual supervision.</p> <p>Supervision includes, but is not limited to, one-to-one consultation regarding issues that arise in the case management relationship, case staffing meetings, group supervision, and discussion of gaps in services or barriers to services, intervention strategies, case assignments, case reviews and caseload assessments.</p>	<ul style="list-style-type: none"> • Program's Policies and Procedures indicate compliance with expectations. • Review of documentation indicates compliance.
9.6	<p><u>Caseload Coverage – N-MCMs</u> Supervisor ensures that there is coverage of the caseload in the absence of the N-MCM or when the position is vacant. N-MCM may assist PLWHs who are routinely seen by other CM team members in the absence of the PLWH's "assigned" case manager.</p>	<ul style="list-style-type: none"> • Documentation of all service encounters in primary client record and in the Centralized Patient Care Data Management System
9.7	<p><u>Case Reviews – N-MCMs</u> Supervisor reviews a random sample equal to 10% of unduplicated PLWHs served by each N-MCM at least once every ninety (90) days, and concurrently ensures that all required record components are present, timely, legible, and that services provided are appropriate.</p>	<ul style="list-style-type: none"> • Documentation of case reviews in primary client record, signed and dated by supervisor and/or quality assurance personnel and N-MCM
9.8	<p><u>Client Eligibility</u> N-MCM targeting SUD is intended to serve eligible people living with HIV in the Houston EMA/HSDA who are also facing the challenges of substance use disorder.</p>	<ul style="list-style-type: none"> • Documentation of eligibility is present in the PLWH's primary record. • Documentation in compliance with TRG SR-1801 Client Eligibility for Services.

#	STANDARD	MEASURE
9.9	<p>Initial Assessment The Initial Assessment is required for PLWHs who are enrolled in Non-Medical Case Management (N-MCM) services. It expands upon the information gathered during the intake phase to provide the broader base of knowledge needed to address complex, longer- standing access and/or barriers to medical and/or psychosocial needs.</p> <p>The 30 day completion time permits the initiation of case management activities to meet immediate needs and allows for a more thorough collection of assessment information:</p> <p>a) PLWH’s support service status and needs related to:</p> <ul style="list-style-type: none"> • Nutrition/Food bank • Financial resources and entitlements • Housing • Transportation • Support systems • Partner Services and HIV disclosure • Identification of vulnerable populations in the home (i.e. children, elderly and/or disabled) and assessment of need (e.g. food, shelter, education, medical, safety (CPS/APS referral as indicated) • Family Violence • Legal needs (ex. Health care proxy, living will, guardianship arrangements, landlord/tenant disputes, SSDI applications) • Linguistic Services, including interpretation and translation needs • Activities of daily living • Knowledge, attitudes and beliefs about HIV disease • Sexual health assessment and risk reduction counseling • Employment/Education <p>b) Additional information</p> <ul style="list-style-type: none"> • PLWH strengths and resources • Other agencies that serve PLWH and household • Brief narrative summary of assessment session(s) 	<ul style="list-style-type: none"> • Percentage of PLWHs who access N-MCM services that have a completed assessment within 30 calendar days of the first appointment to access N-MCM services and includes all required documentation. • Percentage of PLWHs that received at least one face-to-face meeting with the N-MCM staff that conducted the initial assessment. • Percentage of PLWHs who have documented Initial Assessment in the primary client record.

#	STANDARD	MEASURE
9.10	<p>Care Planning The PLWH and the N-MCM will actively work together to develop and implement the care plan. Care plans include at a minimum:</p> <ul style="list-style-type: none"> • Problem Statement (Need) • Goal(s) – suggest no more than three goals • Intervention <ul style="list-style-type: none"> ○ Task(s) ○ Assistance in accessing services (types of assistance) ○ Service Deliveries • Individuals responsible for the activity (N-MCM, PLWH, other team member, family) • Anticipated time for each task • PLWH acknowledgment <p>The care plan is updated with outcomes and revised or amended in response to changes in access to care and services at a minimum every six (6) months. Tasks, types of assistance in accessing services, and services should be updated as they are identified or completed – not at set intervals.</p>	<ul style="list-style-type: none"> • Percentage of non-medical case management PLWHs, regardless of age, with a diagnosis of HIV who had a non-medical case management care plan developed and/or updated two or more times in the measurement year. • Percentage of primary client records with documented follow up for issues presented in the care plan. • Percentage of Care Plans documented in the primary client record.
9.11	<p>Assistance in Accessing Services and Follow-Up N-MCM will work with the PLWH to determine barriers to accessing services and will provide assistance in accessing needed services. N-MCM will ensure that PLWH are accessing needed services, and will identify and resolve any barriers PLWH may have in following through with their Care Plan.</p> <p>When PLWHs are provided assistance for services elsewhere, the referral should be documented and tracked. Referrals will be documented in the primary client record and, at a minimum, should include referrals for services such as: OAHs, MCM, Medical transportation, Mental Health, Substance Use Treatment, and any additional services necessary to help clients engage in their medical care.</p> <p>Referral Tracking All referrals made will have documentation of follow-up to the referral in the primary client record. Follow-up documentation should include the result of the referral made (successful or otherwise) and any additional assistance the N-MCM offered to the PLWH.</p>	<ul style="list-style-type: none"> • Percentage of N-MCM PLWHs with documented types of assistance provided that was initiated upon identification of PLWH needs and with the agreement of the PLWH. Assistance denied by the PLWH should also be documented in the primary client record system • Percentage of N-MCM PLWHs with assistance provided have documentation of follow up to the type of assistance provided.

#	STANDARD	MEASURE
9.12	<p><u>Increase Health Literacy</u> N-MCM assesses PLWH ability to navigate medical care systems and provides education to increase PLWH ability to advocate for themselves in medical care systems.</p>	<ul style="list-style-type: none"> Documentation of health literacy evaluation and education is present in the primary client record.
9.13	<p><u>Transtheoretical Model of Change</u> N-MCMs shall use the Transtheoretical Model of Change, (DiClemente and Prochaska - Stages of Change) to promote improved health outcomes and achievement of care plan goals.</p>	<ul style="list-style-type: none"> Documentation is present in the primary client record.
9.14	<p><u>Overdose Prevention & SUD Reduction</u> N-MCMs should provide activities, strategies and education that enhance the motivation of PLWH to reduce their risks of overdose and how risk-reduction activities may be impacted by substance use and sexual behaviors.</p>	<ul style="list-style-type: none"> Documentation of activities, strategies and education is present in the primary client record.
9.15	<p><u>Substance Use Treatment</u> N-MCMs should promote and encourage entry into substance use disorder services and make referrals, if appropriate, for PLWHs who are in need of formal substance use disorder treatment or other recovery support services. However, N-MCMs shall ensure that PLWHs are not required to participate in substance use disorder treatment services as a condition for receiving services.</p> <p>For those PLWH in treatment, N-MCMs should address ongoing services and support for discharge, overdose prevention, and aftercare planning during and following substance use disorder treatment and medically-related hospitalizations.</p>	<ul style="list-style-type: none"> Documentation of discussion regarding treatment or other recovery support services is present in primary client record. Documentation of referrals and follow-up is present in the primary client record.
9.16	<p><u>Harm- and Risk-Reduction</u> N-MCMs should ensure that appropriate harm- and risk-reduction information, methods and tools are used in their work with the PLWH. Information, methods and tools shall be based on the latest scientific research and best practices related to reducing sexual risk and HIV transmission risks. Methods and tools must include, but are not limited to, a variety of effective condoms and other safer sex tools as well as substance abuse risk-reduction tools, information, discussion and referral about Pre- Exposure Prophylactics (PrEP) for PLWH's sexual or drug using partners and overdose prevention. N-MCMs should make information and materials on overdose prevention available to appropriate PLWHs as a part of harm- and risk-reduction.</p>	<ul style="list-style-type: none"> Documentation of tools and methods is present in the primary client record. Review of agency tools Review of agency training

#	STANDARD	MEASURE
9.17	<p><u>Case Closure/Graduation</u> PLWH who are no longer engaged in active case management services should have their cases closed based on the criteria and protocol outlined below. Common reasons for case closure include:</p> <ul style="list-style-type: none"> • PLWH is referred to another case management program • PLWH relocates outside of service area • PLWH chooses to terminate services • PLWH is no longer eligible for services due to not meeting eligibility requirements • PLWH is lost to care or does not engage in service • PLWH incarceration greater than six (6) months in a correctional facility • Provider initiated termination due to behavioral violations • PLWH death <p>Graduation criteria:</p> <ul style="list-style-type: none"> • PLWH completed case management goals for increased access to services/care needs • PLWH is no longer in need of case management services (e.g. PLWH is capable of resolving needs independent of case management assistance) <p>PLWH is considered non-compliant with care if three (3) attempts to contact PLWH (via phone, e-mail and/or written correspondence) are unsuccessful and the PLWH has been given 30 days from initial contact to respond. Discharge proceedings should be initiated by agency 30 days following the 3rd attempt. Make sure appropriate <i>Releases of Information and consents are signed by the PLWH and meet requirements of HB 300 regarding electronic dissemination of protected health information (PHI).</i></p> <p>Staff should utilize multiple methods of contact (phone, text, e-mail, certified letter) when trying to re-engage a PLWH, as appropriate. Agencies must ensure that they have releases of information and consent forms that meet the requirements of <u>HB 300</u> regarding the electronic dissemination of protected health information (PHI).</p>	<ul style="list-style-type: none"> • Percentage of PLWH with closed cases includes documentation stating the reason for closure and a closure summary (brief narrative in progress notes and formal discharge summary). • Percentage of closed cases with documentation of supervisor signature/approval on closure summary (electronic review is acceptable). • Percentage of PLWH notified (through face-to-face meeting, telephone conversation, or letter) of plans to discharge the PLWH from case management services. • Percentage of PLWH with written documentation explaining the reason(s) for discharge and the process to be followed if PLWH elects to appeal the discharge from service. • Percentage of PLWH with information about reestablishment shared with the PLWH and documented in primary client record system. • Percentage of PLWH provided with contact information and process for reestablishment as documented in primary client record system. • Percentage of PLWH with documented Case Closure/Graduation in the primary client record system.

9.18	<u>Community-Based Service Provision</u> N-MCM targeting SUD is a community-based service (i.e. both office-based and field based). Agency policies should support the provision of service outside of the office and/or medical clinic. Agencies should have systems in place to ensure the security of staff and the protections of PLWH information.	<ul style="list-style-type: none">• Review of policies and/or procedures.• Review of primary client record indicates compliance with policies and/or procedures.
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**RYAN WHITE PART B/DSHS STATE SERVICES
2021 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
ORAL HEALTH CARE SERVICES**

Definition:

Oral Health Care services provide outpatient diagnostic, preventive, and therapeutic services by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p>Scope of Work Oral Health Care as “diagnostic, preventive, and therapeutic services provided by the general dental practitioners, dental specialist, dental hygienist and auxiliaries and other trained primary care providers”. The Ryan White Part A/B oral health care services include standard preventive procedures, routine dental examinations, diagnosis and treatment of HIV-related oral pathology, restorative dental services, root canal therapy, prophylaxis, x-rays, fillings, and basic oral surgery (simple extractions), endodontics and oral medication (including pain control) for HIV patients 15 years old or older based on a comprehensive individual treatment plan. Referral for specialized care should be completed if clinically indicated.</p> <p>Additionally, the category includes prosthodontics services including but not limited to examinations and diagnosis of need for dentures, crowns, bridgework and implants, diagnostic measurements, laboratory services, tooth extraction, relines and denture repairs.</p> <p>Emergency procedures will be treated on a walk-in basis as availability and funding allows. Funded Oral Health Care providers are permitted to provide necessary emergency care regardless of a client’s annual benefit balance. If a provider cannot provide adequate services for emergency care, the patient should be referred to a hospital emergency room.</p> <p>Limitations: Cosmetic dentistry for cosmetic purposes only is prohibited.</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client files.

#	STANDARD	MEASURE
9.0	Service-Specific Requirements	
	<p><u>Staff Qualifications</u> All oral health care professionals, such as general dental practitioners, dental specialists, and dental hygienists shall be properly licensed by the State of Texas Board of Dental Examiners while performing tasks that are legal within the provisions of the Texas Dental Practice including satisfactory arrangements for malpractice insurance. Dental Assistants who make x-rays in Texas must register with the State Board of Dental Examiners. Dental hygienists and assistants will be supervised by a licensed dentist. Students enrolled in a College of Dentistry may perform tasks under the supervision</p>	<ul style="list-style-type: none"> Documentation of qualifications for each dental provider present in personnel file.
9.2	<p><u>Continuing Education</u></p> <ul style="list-style-type: none"> Eight (8) hours of training in HIV/AIDS and clinically related issues is required annually for licensed staff. (does not include any training requirements outlined in General Standards) One (1) hour of training in HIV/AIDS is required annually for all other staff. (does not include any training requirements outlined in General Standards) 	<ul style="list-style-type: none"> Materials for staff training and continuing education are on file Documentation of continuing education in personnel file
9.3	<p><u>Experience – HIV/AIDS</u> Service provider should employ individuals experienced in dental care and knowledgeable in the area of HIV/AIDS dental practice. A minimum of one (1) year documented HIV/AIDS work experience is preferred for licensed staff.</p>	<ul style="list-style-type: none"> Documentation of work experience in personnel file
9.4	<p><u>Confidentiality</u> Confidentiality statement signed by dental employees.</p>	<ul style="list-style-type: none"> Signed statement in personnel file.
9.5	<p><u>Universal Precautions</u> All health care workers should adhere to universal precautions as defined by Texas Health and Safety Code, Title 2, Subtitle D, Chapter 85. It is strongly recommended that staff are aware of the following to ensure that all vaccinations are obtained, and precautions are met:</p> <ul style="list-style-type: none"> Health care workers who perform exposure-prone procedures should know their HIV antibody status Health care workers who perform exposure-prone procedures and who do not have serologic evidence of immunity to HBV from vaccination or from previous infection should know their HBsAg status and, if that is positive, should also know their HBeAg status. Tuberculosis tests at least every 12 months for all staff. OSHA guidelines must be met to ensure staff and patient safety. 	<ul style="list-style-type: none"> Documentation of review in personnel file.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.6	<u>Staff Supervision</u> Supervision of clinical staff shall be provided by a practitioner with at least two years' experience in dental health assessment and treatment of persons living with HIV. All licensed personnel shall receive supervision consistent with the State of Texas license requirements.	<ul style="list-style-type: none"> • Review of personnel files indicates compliance • Review of agency's Policies & Procedures Manual indicates compliance
9.7	<u>Annual Cap on Services</u> Maximum amount that may be funded by Ryan White/State Services per patient is \$3,000/year. <ul style="list-style-type: none"> • In cases of emergency, the maximum amount may exceed the above cap • In cases where there is extensive care needed once the procedure has begun, the maximum amount may exceed the above cap. Dental providers must document <i>via approved waiver</i> the reason for exceeding the yearly maximum amount.	<ul style="list-style-type: none"> • Annual review of reimbursements indicates compliance • Signed waiver present in patient record for each patient.
9.8	<u>HIV Primary Care Provider Contact Information</u> Agency obtains and documents HIV primary care provider contact information for each client.	<ul style="list-style-type: none"> • Documentation of HIV primary care provider contact information in the client record. At minimum, agency should collect the clinic and/or physician's name and telephone number
9.9	<u>Consultation for Treatment</u> Agency consults with client's medical care providers when indicated.	<ul style="list-style-type: none"> • Documentation of communication in the client record
9.10	<u>Dental and Medical History Information</u> To develop an appropriate treatment plan, the oral health care provider should obtain complete information about the patient's health and medication status Provider obtains and documents HIV primary care provider contact information for each patient. Provider obtains from the primary care provider or obtains from the patient health history information with updates as medically appropriate prior to providing care. This information should include, but not be limited to, the following: <ul style="list-style-type: none"> • A baseline current (within in last 12 months) CBC laboratory test • Current (within the last 12 months) CD4 and Viral Load laboratory test results or more frequent when clinically indicated • Coagulants (PT/INR, aPTT, and if hemophiliac baseline deficient factor level (e.g., Factor VIII activity) and inhibitor titer (e.g., BIA) • Tuberculosis screening result • Patient's chief complaint, where applicable • Current Medications (including any osteoporotic medications) • Pregnancy status, where applicable 	<ul style="list-style-type: none"> • Percentage of oral health patients who had a dental and medical health history (initial or updated) at least once in the measurement year. • Documentation of health history information in the client record. Reasons for missing health history information are documented

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
	<p><u>Dental and Medical History Information (Cont'd)</u> This information should include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Sexually transmitted diseases • HIV-associated illnesses • Allergies and drug sensitivities • Alcohol use • Recreational drug use • Tobacco use • Neurological diseases • Hepatitis A, B, C status • Usual oral hygiene • Date of last dental examination • Involuntary weight loss or weight gain • Review of systems <p>Any predisposing conditions that may affect the prognosis, progression and management of oral health condition</p>	
9.11	<p><u>Client Health History Update</u> An update to the health history should be completed as medically indicated or at least annually.</p>	<ul style="list-style-type: none"> • Documentation of health history update in the client's primary record at least once in the measurement year
9.12	<p><u>Limited Physical Examination</u> Initial limited physical examination should include, but shall not necessarily be limited to, blood pressure, and pulse/heart rate as may be indicated for each patient according to the Texas Board of Dental Examiners.</p> <p>Dental provider will obtain an initial baseline blood pressure/pulse reading during the initial limited physical examination of a dental patient. Dental practitioner should also record blood pressure and pulse heart rate as indicated for invasive procedures involving sedation and anesthesia.</p> <p>If the dental practitioner is unable to obtain a patient's vital signs, the dental practitioner must document in the patient's oral health care record an acceptable reason why the attempt to obtain vital signs was unsuccessful.</p>	<ul style="list-style-type: none"> • Documented oral examination completed within the measurement year in the client's primary oral health record.

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.13	<p><u>Oral Examination</u> Patient must have either an initial comprehensive oral exam or a periodic recall oral evaluation once per year such as:</p> <ul style="list-style-type: none"> • D0150-Comprehensive oral evaluation, to include bitewing x-rays, new or established patient • D0120-Periodic Oral Evaluation to include bitewing x-rays, established patient, • D0160-Detailed and Extensive Oral Evaluation • D0170-Re-evaluation, limited, problem focused (established patient; not post-operative visit) • Comprehensive Periodontal Evaluation, new or established patient. Source: http://ada.org 	<ul style="list-style-type: none"> • Documented oral examination completed within the measurement year in the client's primary oral health record.
9.14	<p><u>Comprehensive Periodontal Examination</u> Agency has a written policy and procedure regarding when a comprehensive periodontal examination should occur. Comprehensive periodontal examination should be done in accordance with professional standards and current US Public Health Service guidelines.</p> <p>Patient must have a periodontal screening once per year. A periodontal screen shall include the assessment of medical and dental histories, the quantity and quality of attached gingival, bleeding, tooth mobility, and radiological review of the status of the periodontium and dental implants.</p> <p>Comprehensive periodontal examination (ADA CDT D0180) includes:</p> <ul style="list-style-type: none"> • Evaluation of periodontal conditions • Probing and charting • Evaluation and recording of the patient's dental and medical history and general health assessment. <ul style="list-style-type: none"> • It may include the evaluation and recording of dental caries, missing or unerupted teeth, restorations, occlusal relationships and oral cancer evaluation. <p>(Some forms of periodontal disease may be more severe in individuals affected with immune system disorders. Patients with HIV may have especially severe forms of periodontal disease. The incidence of necrotizing periodontal diseases may increase with patients with acquired immune deficiency syndrome).</p>	<ul style="list-style-type: none"> • Review of agency's Policies & Procedures Manual indicates compliance • Documentation of periodontal screen or examination as least once in the measurement year. (HRSA HAB Measure)

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.15	<p><u>Treatment Plan</u> A dental treatment plan should be developed appropriate for the patient's health status, financial status, and individual preference should be chosen. A comprehensive, multi-disciplinary Oral Health treatment plan will be developed and updated in conjunction with the patient. Patient's primary reason for dental visit should be addressed in treatment plan. Treatment priority should be given to pain management, infection, traumatic injury or other emergency conditions. A comprehensive dental treatment plan that includes preventive care, maintenance and elimination of oral pathology will be developed and updated annually. Various treatment options should be discussed and developed in collaboration with the patient. Treatment plan should include as clinically indicated:</p> <ul style="list-style-type: none"> • Provision for the relief of pain • Elimination of infection • Preventive plan component • Periodontal treatment plan if necessary • Elimination of caries • Replacement or maintenance of tooth space or function • Consultation or referral for conditions where treatment is beyond the scope of services offered • Determination of adequate recall interval. • Invasive Procedure Risk Assessment (prior to oral surgery, extraction, or other invasive procedure) • Dental treatment plan will be signed by the oral care health professional providing the services. (<i>Electronic signatures are acceptable</i>) 	<ul style="list-style-type: none"> • Treatment plan dated and signed by both the provider and patient in patient file • Dental treatment plan developed and/or updated at least once in the measurement year. (HRSA HAB Measure)
9.16	<p><u>Phase 1 Treatment Plan</u> In accordance with the National Monitoring Standards a Phase 1 treatment plan includes prevention, maintenance and/or elimination of oral pathology that results from dental caries or periodontal disease. Phase 1 treatment plan will be established and updated annually to include what diagnostic, preventative, and therapeutic services will be provided. Phase 1 treatment plan will be established within 12 months of initial assessment. Treatment plan should include as clinically indicated:</p> <ul style="list-style-type: none"> • Restorative treatment • Basic periodontal therapy (non-surgical) • Basic oral surgery (simple extractions and biopsy) • Non-surgical endodontic therapy • Maintenance of tooth space • Tooth eruption guidance for transitional dentition 	<ul style="list-style-type: none"> • Phase 1 Treatment plan dated and signed by both the provider and patient in patient file • Phase 1 treatment plan that is completed within 12 months. (HRSA HAB Measure)

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.17	<p><u>Annual Hard/Soft Tissue Examination</u> The following elements are part of each client's annual hard/soft tissue examination and are documented in the client record:</p> <ul style="list-style-type: none"> • Charting of caries; • X-rays; • Periodontal screening; • Written diagnoses, where applicable; • Treatment plan. <p>Determination of clients needing annual examination should be based on the dentist's judgment and criteria outlined in the agency's policy and procedure, however the time interval for all clients may not exceed two (2) years.</p>	<ul style="list-style-type: none"> • Documentation in the client record • Review of agency's Policies & Procedures Manual indicates compliance
9.18	<p><u>Oral Health Education</u> Oral health education may be provided and documented by a licensed dentist, dental hygienist, dental assistant and/or dental case manager.</p> <p>Provider must provide patient oral health education once each year which includes but is not limited to the following:</p> <ul style="list-style-type: none"> • D1330 Oral hygiene instructions • Daily brushing and flossing (or other interproximal cleaning) and/or prosthetic care to remove plaque; • Daily use of over-the-counter fluorides to prevent or reduce cavities when appropriate and applicable to the patient. If deemed appropriate, the reason is stated in the patient's oral health record • D1320 Smoking/tobacco cessation counseling as indicated • Additional areas for instruction may include Nutrition (D1310). • For pediatric patients, oral health education should be provided to parents and caregivers and be age appropriate for pediatric patients. 	<ul style="list-style-type: none"> • Documentation of oral health education at least once in the measurement year. (HRSA HAB Measure)
9.19	<p><u>Oral Hygiene Instructions</u> Oral hygiene instructions (OHI) should be provided annually to each client. The content of the instructions is documented.</p>	<ul style="list-style-type: none"> • Documentation in the client record
9.20	<p><u>Referrals</u> Referrals for other services must be documented in the patient's oral health care chart. Outcome of the referral will be documented in the patient's oral health care record.</p>	<ul style="list-style-type: none"> • Documentation in the client record • Documented referrals provided have outcomes and/or follow-up documentation in the primary oral health care record.

References

- American Dental Association. Dental Practice Parameters. Patients requiring a comprehensive oral evaluation. Available at: http://www.ada.org/prof/prac/tools/parameters/eval_comprehensive.asp. Accessed on May 8, 2009.
- HRSA/HAB Division of Service Systems Program Monitoring Standards – Part A April, 2011, page 9-10.
- HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April, 2013, page 9-10.
- Texas Administrative Code. Title 22, Part 5 State Board of Dental Examiners. Chapter 108, Rule 7. Minimal Standards of Care. located at [http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=22&pt=5&ch=108&rl=7](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=22&pt=5&ch=108&rl=7)
- Texas Health and Safety Code, Title 2, Subtitle D, Chapter 85. Acquired Immune Deficiency Syndrome and Human Immunodeficiency Virus Infection, located at <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.85.htm>

**RYAN WHITE PART B/DSHS STATE SERVICES
2021 HOUSTON HSDA SERVICE-SPECIFIC STANDARDS OF CARE
REFERRAL FOR HEALTH CARE AND SUPPORT SERVICES
SERVICE STANDARD**

Definition:

Referral for Health Care and Support Services directs a client to needed core medical or support services in person or through telephone, written, or other type of communication. This service may include referrals to assist eligible clients to obtain access to other public or private programs for which they may be eligible (e.g., Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer’s Patient Assistance Programs, and other state or local health care and supportive services, or health insurance Marketplace plans).

#	STANDARD	MEASURE
9.0 Service-Specific Requirements		
9.1	<p><u>Scope of Services</u> Referral for Health Care and Support Services includes benefits/entitlement counseling and referral to health care services to assist eligible clients to obtain access to other public and private programs for which they may be eligible.</p> <p><i>AEW Benefits Counseling:</i> Services should facilitate a client’s access to public/private health and disability benefits and programs. This service category works to maximize public funding by assisting clients in identifying all available health and disability benefits supported by funding streams other than RWHAP Part B and/or State Services funds. Clients should be educated about and assisted with accessing and securing all available public and private benefits and entitlement programs.</p> <p><i>Health Care Services:</i> Clients should be provided assistance in accessing health insurance or Marketplace plans to assist with engagement in the health care system and HIV Continuum of Care, including medication payment plans or programs. Services focus on assisting client’s entry into and movement through the care service delivery network such that RWHAP and/or State Services funds are payer of last resort.</p>	<ul style="list-style-type: none"> • Program’s Policies and Procedures indicate compliance with expected Scope of Services. • Documentation of provision of services compliant with Scope of Services present in client files.

#	STANDARD	MEASURE
9.2	<p><u>Provision of Services</u> Staff will educate clients about available benefit programs, assess eligibility, assist with applications, provide advocacy with appeals and denials, assist with re-certifications and provide advocacy in other areas relevant to maintaining benefits/resources.</p> <p>ADAP Enrollment Workers (AEW) will meet with new potential and established ADAP enrollees to:</p> <ol style="list-style-type: none"> 1. Explain ADAP program benefits and requirements 2. Assist clients and or staff with the submission of complete, accurate ADAP applications 3. Ensure there is no lapse in ADAP eligibility and loss of benefits, and 4. AEW will maintain relationships through the Ryan White ADAP Network (RWAN). 	
9.3	<p><u>Staff Qualifications</u> All personnel providing care shall have (or receive training) in the following minimum qualifications:</p> <ul style="list-style-type: none"> • Ability to work with diverse populations in a non-judgmental way • Working with Persons Living With HIV/AIDS or other chronic health conditions; • Ability to (demonstrate) or learn health care insurance literacy, (Third Party Insurance and Affordable Care Act (ACA) Marketplace plans). • Ability to perform intake/eligibility, referral/ linkage and/or basic assessments of client needs preferred. <ul style="list-style-type: none"> ➤ Data Entry <p>Quickly establish rapport in respectable manner consistent with the health literacy, preferred language, and culture of prospective client.</p>	<ul style="list-style-type: none"> • Personnel Qualification on file • Documentation of orientation of file
9.4	<p><u>Staff Education</u></p> <ul style="list-style-type: none"> • Education to be defined locally, but must have at minimum a high school degree or equivalency 	<ul style="list-style-type: none"> • Documentation of education and/ or certification located in personnel file.

#	STANDARD	MEASURE
9.5	<p><u>Staff Training Requirement:</u></p> <ul style="list-style-type: none"> • THMP Training Modules within 30 days of hire • Complete the <u>DSHS ADAP Enrollment Worker (AEW) Regional update</u> at earliest published date after hire • <u>DSHS ARIES Document Upload Training</u> (to include TRG upload observation module), completed no later than (45) days after completing ARIES certificate process • <u>Data Security and Confidentiality Training</u> • Complete all training required of Agency new hires, including any training required by DSHS HIV Care 	<ul style="list-style-type: none"> • Materials for staff training and continuing education are on file • Staff interviews indicate compliance
9.6	<p><u>AEW Placement</u></p> <p>AIDS Drug Assistance Program (ADAP) Enrollment Workers will be co-located at Ryan-White Part A funded primary care providers to ensure the efficient and accurate submission of ADAP applications to the Texas HIV Medication Program (THMP).</p>	
9.7	<p><u>Initial Provision of Client Education</u></p> <p>The initial education to clients regarding the THMP process should include, but not limited to:</p> <ul style="list-style-type: none"> • Discussion of confidentiality, specific to the THMP process including that THMP regards all information in the application as confidential and the information cannot be released, except as allowed by law or as specifically designated by the client. • Applicants should realize that their physician and pharmacist would also be aware of their diagnosis. • Discussion outlining that approved medication assistance through THMP may require a \$5.00 co-payment fee per prescription to the participating pharmacy for each month's supply at the time the drug is dispensed and the availability of financial assistance for the dispensing fee. • Discussion outlining the recertification process, specific to THMP eligibility, including birth month recertification, half-birth month attestation and consequences of lapse. 	<ul style="list-style-type: none"> • Documented evidence of education provided on other public and/or private benefit programs in the primary client record.

9.8	<p><u>Benefits Counseling</u> Activities should be client-centered facilitating access to and maintenance of health and disability benefits and services. It is the primary responsibility of staff to ensure clients are receiving all needed public and/or private benefits and/or resources for which they are eligible.</p> <p>Staff will explore the following as possible options for clients, as appropriate:</p> <ul style="list-style-type: none"> • AIDS Drug Assistance Program (ADAP) • Health Insurance Plans/Payment Options (CARE/HIPP, COBRA, OBRA, Health Insurance Assistance (HIA), Medicaid, Medicare, Private, ACA/Marketplace) • SNAP • Pharmaceutical Patient Assistance Programs (PAPS) • Social Security Programs (SSI, SSDI, SDI) • Temporary Aid to Needy Families (TANF) • Veteran's Administration Benefits (VA) • Women, Infants and Children (WIC) • Other public/private benefits programs • Other professional services <p>Staff will assist eligible clients with completion of benefits application(s) as appropriate within (14) business days of the eligibility determination date.</p> <p>Conduct a follow-up within 90 days of completed application to determine if additional and/or ongoing needs are present.</p>	<ul style="list-style-type: none"> • Documented evidence of other public and/or private benefit applications completed as appropriate within (14) business days of the eligibility determination date in the primary client record. • Eligible clients with documented evidence of the follow-up and result(s) to a completed benefit application in the primary client record. • Percentage of clients with documented evidence of education provided on other public and/or private benefit programs in the primary client record.
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<p>9.9</p>	<p><u>Health Care Services</u> Clients should be provided assistance in accessing health insurance or Marketplace plans to assist with engagement in the health care system and HIV Continuum of Care, including medication payment plans or programs.</p> <ul style="list-style-type: none"> • Eligible clients will be referred to Health Insurance Premium and Cost-Sharing Assistance (HIA) to assist clients in accessing health insurance or Marketplace plans within one (1) week of the referral for health care and support services intake. <p>Eligible clients should be referred to other core services (outside of a medical, MCM, or NMCM appointment), as applicable to the client’s needs, with education provided to the client on how to access these services.</p> <ul style="list-style-type: none"> • Eligible clients are referred to additional support services (outside of a medical, MCM, NMCM appointment), as applicable to the client’s needs, with education provided to the client on how to access these services. <p>Staff will follow-up within (10) business days of an applicable referral provided to HIA, any core or support service to ensure the client accessed the service(s).</p>	<ul style="list-style-type: none"> • Documented evidence of assistance provided to access health insurance or Marketplace plans in the primary client record. • Clients who received a referral for other core services who have documented evidence of the education provided to the client on how to access these services in the primary client record. • Clients who received a referral for other support services who have documented evidence of the education provided to the client on how to access these services in the primary client record. • Clients with documented evidence of referrals provided for HIA assistance that had follow-up documentation within 10 business days of the referral in the primary client record. • Clients with documented evidence of referrals provided to any core services that had follow-up documentation within 10 business days of the referral in the primary client record. • Clients with documented evidence of referrals provided to any support services that had follow-up documentation within 10 business days of the referral in the primary client record.
	<p><u>THMP Intake Process</u> Staff are expected to meet with new/potential clients to complete a comprehensive THMP intake including explanation of program benefits and requirements. The intake will also include the determination of client eligibility for the ADAP program in accordance with the THMP eligibility policies including Modified Adjusted Gross Income (MAGI).</p> <p>Staff should identify and screen clients for third party payer and potential abuse</p> <p>Staff should obtain, maintain, and submit the required documentation for client application including residency, income, and the THMP Medical Certification Form (MCF).</p>	<ul style="list-style-type: none"> • Documented evidence of THMP education provided to new/potential clients in the primary client record. • Documentation of acquisition of all required THMP application documentation (including proof of residency, income and MCF)

<p>9.10 Benefits Continuation Process (ADAP) ADAP Enrollment Workers are expected to meet with new/potential and established ADAP enrollees; explain ADAP program benefits and requirements; and assist clients and or staff with the submission of complete, accurate ADAP applications.</p> <p>Birth Month/Recertification</p> <ul style="list-style-type: none"> • Staff should conduct annual recertifications for enrolled clients in accordance with THMP policies. Recertification should include completion of the ADAP application, obtaining and verifying all eligibility documentation and timely submission to THMP for approval. • Recertification process should include screening clients for third party payer to avoid potential abuse. • Complete ADAP application includes proof of residency, proof of income, and the THMP Medical Certification Form (MCF). • Staff must ensure Birth Month/Recertifications are submitted by the last day of client's birth month to ensure no lapse in program benefits. • Proactively contact ADAP enrollees 60-90 days prior to the enrollee's recertification deadline to ensure all necessary documentation is collected and accurate to complete the recertification process on or before the deadline. <p>Half-Birth Month/ 6-month Self Attestation</p> <ul style="list-style-type: none"> • Staff should conduct a 6-month half-birth month/self-attestation for all enrolled clients in accordance with THMP policies. Staff will obtain and submit the client's self-attestation with any applicable updated eligibility documentation. • Proactively contact ADAP enrollees 60-90 days prior to the enrollee's attestation deadline to ensure all necessary documentation is collected and accurate to complete the attestation on or before the deadline. • Half-birth/6-month self-attestations must be submitted by the last day of the client's half-birth month to ensure no lapse in program benefits. 	<ul style="list-style-type: none"> • Documentation of lapse benefits due to non-completion of timely recertification/attestation in the client's record.
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#	STANDARD	MEASURE
9.11	<p><u>ARIES Document Upload Process</u> ARIES Document Upload is the uniform practice for submission and approval of ADAP applications (with supportive documentation). This process ensures accurate submission and timely approvals, thereby expediting the ADAP application process.</p> <ul style="list-style-type: none"> • Completed ADAP Applications (with supportive documentation) must be uploaded into ARIES for THMP consideration. All uploaded applications must be reviewed and certified as “complete” prior to upload. • ADAP applications should be uploaded according to the THMP established guidelines and applicable guidelines as given by AA. • To ensure timely access to medications, all completed ADAP applications must be uploaded into ARIES within one (1) business day of completion • To ensure receipt of the completed ADAP application by THMP, notification must be sent according to THMP guidelines within three (3) business days of the completed upload to ARIES. • Upload option is only available for ADAP applications; other benefits applications should be maintained separately and submitted according to instruction. <p>Houston Only: Medication Certification forms for changes to medication should be faxed to THMP for approval.</p>	<ul style="list-style-type: none"> • Documentation of upload receipt by THMP within (3) business days of application completion
9.12	<p><u>Tracking ADAP Applications</u> Track the status of all pending applications and promptly follow-up with applicants regarding missing documentation or other needed information to ensure completed applications are submitted as quickly as feasible</p> <p>Maintain communication with designated THMP staff to quickly resolve any missing or questioned application information or documentation to ensure any issues affecting pending applications are resolved as quickly as possible</p>	
9.13	<p><u>Case Closure Summary</u> Clients who are no longer in need of assistance through Referral for Health Care and Support Services must have their cases closed with a case closure summary narrative documented in the client primary record. The case closure summary must include a brief synopsis of all services provided and the result of those services documented as ‘completed’ and/or ‘not completed.’ A supervisor must sign the case closure summary.</p>	<ul style="list-style-type: none"> • Clients who are no longer in need of assistance through Referral for Health Care and Support Services that have a documented case closure summary in the primary client record.

References

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 43-44.
2021 Referral for Health Care and Support Services SOC DRAFT

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April 2013. p. 42-43.

Virginia Department of Health, Division of Disease Prevention, HIV Care Services Referral for Health Care/Supportive Services (PDF)

HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Clarification Notice 16-02

DSHS Policy 591.000, Section 5.3 regarding Transitional Social Service linkage.

**Priority and
Allocations
Committee
Report**

Ryan White Reallocations as of 10-31-19: Ryan White Part A Funding

Part A Funds Available for Reallocation: \$155,000				
Control Number	Service Category	Amount Requested	Recommended Reallocations Part A	Justification
1	Primary Care - CBO, Targeted	\$90,050	\$55,000	To reduce wait time. Fund Psych at \$7,800 and remainder at discretion of the Administrative Agent.
2	Vision	\$15,000	0	This category already received an increase in FY 2019
3	Clinical Case Management	\$20,000	0	There will be a system-wide infusion of funds with the new End the Epidemic funding
4	Clinical Case Management	\$10,500	0	There will be a system-wide infusion of funds with the new End the Epidemic funding
5	Health Insurance Assistance	\$155,000	\$100,000	Funds will go directly to consumer out of pocket costs
	TOTALS	\$155,000	\$155,000	

Request for Service Category Increase
Ryan White Part A and MAI

A.	Name of Agency (not provided to RWPC)						
B.	Contract Number (not provided to RWPC)						
C.	Service Category Title (per RFP)	ADULT COMPREHENSIVE PRIMARY CARE TARGETING URBAN				Control No.	
D.	Request for Increase under (check one):	Part A: X	or	MAI:			
	Request Period (check one):	April:	August:	Oct: X	Final Qtr:		
E.	Amount of additional funding Requested:	\$90,050.00					
F.	Unit of Service: (list only those units and disbursements where an increase is requested)	a. Number of units in current contract:	b. Cost/unit	c. Number of additional units requested:	d. Total: (b x c)		
	1. MD/Phys Extenders	3159	\$275.00	150	\$41,250.00		
	2. PSYCH	1056	\$130.00	60	\$7,800.00		
	3. SLW	10482.55	\$20.00	1550	\$31,000.00		
	4.				\$0.00		
	5.				\$0.00		
	6.				\$0.00		
	7.				\$0.00		
	8. Disbursements (list current amount in column a. and requested amount in column c.)	\$243.00	N/A	\$10,000.00	\$10,000.00		
	9. Total additional funding (must match E. above):				\$90,050.00		
G.	Number of new/additional clients to be served with requested increase.	75					
H.	Number of clients served under current contract - Agencies must use the CPCDMS to document numbers served. De-identified CPCDMS-generated reports will be provided to the RWPC by RWGA.	a. Number of clients served per CPCDMS	b. Percent AA (non-Hispanic)	c. Percent White (non-Hispanic)	d. Percent Hispanic (all races)	e. Percent Male	f. Percent Female
	1. Number of clients that received this service under Part A (or MAI) in FY 2018.* (March 1, 2018 - February 28, 2019) *If agency was funded for service under Part A (or MAI) in FY 2018 - if not, mark these cells as "NA"	2420	63% raw# 1534	9% raw# 206	26% raw# 622	74% raw# 1786	26% raw# 634
	2. Number of clients that have received this service under Part A (or MAI) in FY 2018. a. April Request Period = Not Applicable b. August Request Period = 03/01/19 - 06/30/19 c. October Request Period = 03/01/19 - 09/30/19 d. 4th Qtr. Request Period = 03/01/19 - 11/30/19	1999	60% raw# 1194	9% raw# 170	29% raw# 577	74% raw# 1481	26% raw# 518

Request for Service Category Increase
Ryan White Part A and MAI

I.	Additional Information Provided by Requesting Agency (subject to audit by RWGA). Answer all questions that are applicable to agency's current situation.	a. Enter Number of Weeks in this column	b. How many Weeks will this be if full amount of request is received?	c. Comments (do not include agency name or identifying information):	
	1. Length of waiting time (in weeks) for an appointment for a new client:	2-3 weeks	1 week	The need for same day appointments for new patients is consistently increasing. Linkage to care for newly diagnosed is being completed daily, but we still have a limited number of new patient slots for same day appointments with the plan to Test and treat we need to be able to see patients same day. We are seeing a average of 20-25 new patients each month. New patient appt timeframes is currently about 3 weeks, but with the steady increase of new patients the timeframe could reach 4 weeks without the increase in funding. Currently we have \$190,561 in no pay status.	
	2. Length of waiting time (in weeks) for an appointment for a current client:	1	0	We would be able to see existing patients within the same week with funding increase.	
	3. Number of clients on a "waiting list" for services (per Part A SOC):	0	0	No waiting list at this time as we have been able to continue scheduling all patients for appointments.	
	3. Number of clients unable to access services monthly (number unable to make an appointment) (per Part A SOC):	0	0		
J.	List all other sources and amounts of funding for similar services currently in place with agency:	a. Funding Source:	b. End Date of Contract:	c. Amount	d. Comment (50 words or less):
	1. Urban Pcare Contract no pay contract	RWGA	2/28/20	\$190,561.00	Currently this is the dollar amount in the current no pay contract March 2019 - Sept 2019
	2.				
	3.				
	4.				
K.	Submit the following documentation at the same time as the request (budget narrative and fee-for-service budgets may be hard copy or fax):				
	Revised Budget Narrative (Table I.A.) corresponding to the revised contract total (amount in Item F.9.d. plus current contract amount).				
	This form must be submitted electronically via email by published deadline to Carin Martin: carin.martin@phs.hctx.net Form updatd 2/12/18				

**HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA
SERVICE UTILIZATION REPORT**

[Agency] [Grant]: All [Service]: ALL [Service Performer]: 0
Services performed between 3/1/19 and 9/30/19

[Age Group]: AgeGroup [Contract 1] [Contract 2] [Contract 3] [Contract 4] INCLUDE

[Contract 1]

[Contract 2]

[Contract 4]

[MAI]: ALL [ShowDetail]: False [Registration Type]: ALL [NewChentsOnly]: no

RACE	AGE ²	BIRTH GENDER									
		MALE			FEMALE			BOTH GENDERS			
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp		
AFRICAN AMERICAN	0-12	0	0	0	0	0	0	0	0	0	0
	13-19	5	0	5	2	0	2	7	0	7	
	20-24	63	4	59	11	0	11	74	4	70	
	25-34	346	11	335	87	2	85	433	13	420	
	35-44	225	11	214	123	4	119	348	15	333	
	45-54	129	6	123	100	1	99	229	7	222	
	55-64	69	1	68	61	1	60	130	2	128	
	65+	10	1	9	5	0	5	15	1	14	
	SubTotals:	847	34	813	389	8	381	1,236	42	1,194	
ASIAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	11	0	11	1	0	1	12	0	12	
	35-44	3	0	3	2	0	2	5	0	5	
	45-54	8	1	7	2	0	2	10	1	9	
	55-64	3	0	3	2	0	2	5	0	5	
	65+	1	0	1	1	0	1	2	0	2	
	SubTotals:	26	1	25	8	0	8	34	1	33	
MULTI-RACE	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	2	1	1	0	0	0	2	1	1	
	25-34	10	3	7	2	0	2	12	3	9	
	35-44	2	0	2	1	0	1	3	0	3	
	45-54	4	0	4	1	1	0	5	1	4	
	55-64	2	1	1	0	0	0	2	1	1	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	20	5	15	4	1	3	24	6	18	
NATIVE AMERICAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	1	0	1	1	0	1	2	0	2	
	35-44	1	0	1	0	0	0	1	0	1	
	45-54	0	0	0	1	0	1	1	0	1	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	2	0	2	2	0	2	4	0	4	
PAC.ISLND/HAWAII	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	

RACE	AGE ²	BIRTH GENDER									
		MALE			FEMALE			BOTH GENDERS			
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp		
PAC.ISLND/HAWAII	20-24	0	0	0	0	0	0	0	0	0	0
	25-34	0	0	0	0	0	0	0	0	0	0
	35-44	0	0	0	0	0	0	0	0	0	0
	45-54	1	0	1	0	0	0	1	0	1	
	55-64	2	1	1	1	0	1	3	1	2	
	65+	0	0	0	0	0	0	0	0	0	0
	SubTotals:	3	1	2	1	0	1	4	1	3	
WHITE	0-12	0	0	0	0	0	0	0	0	0	0
	13-19	2	2	0	0	0	0	2	2	0	
	20-24	36	31	5	5	3	2	41	34	7	
	25-34	188	153	35	16	12	4	204	165	39	
	35-44	173	144	29	43	30	13	216	174	42	
	45-54	105	76	29	30	23	7	135	99	36	
	55-64	66	34	32	18	11	7	84	45	39	
	65+	13	7	6	2	1	1	15	8	7	
	SubTotals:	583	447	136	114	80	34	697	527	170	
ALL RACES	0-12	0	0	0	0	0	0	0	0	0	0
	13-19	7	2	5	2	0	2	9	2	7	
	20-24	101	36	65	16	3	13	117	39	78	
	25-34	556	167	389	107	14	93	663	181	482	
	35-44	404	155	249	169	34	135	573	189	384	
	45-54	247	83	164	134	25	109	381	108	273	
	55-64	142	37	105	82	12	70	224	49	175	
	65+	24	8	16	8	1	7	32	9	23	
	SubTotals:	1,481	488	993	518	89	429	1,999	577	1,422	

Clients Served This Period

Unduplicated clients:	1999
Client visits: ³	7652
Spanish speaking (primary language at home) clients served:	353
Deaf/hard of hearing clients served:	13
Blind/sight impaired clients served:	7
Homeless clients served:	203
Transgender M to F clients served:	38
Transgender F to M clients served:	1
Clients served this period who live w/in Harris County:	1971
Clients served this period who live outside Harris County:	28
Active substance abuse clients served:	24
Active psychiatric illness clients served:	91

Methods of Exposure (not mutually exclusive)

Perinatal Transmission	14
Hemophilia Coagulation	1
Transfusion	14
Heterosexual Contact	772
MSM (not IDU)	957
IV Drug Use (not MSM)	20
MSM/IDU	1
Multiple Exposure Categories	61
Other risk	258
<u>Multi-Race Breakdown</u>	
ASN,WHT	2
BLK,ASN	2
BLK,NTV	7
BLK,WHT	9
NTV,WHT	4

FOOTNOTES

¹ Visit = time spent per client per agency per service per day

² Age as of 9/30/19

³ If New Client = Yes is selected then clients were only included if they had no encounters (for the service, agency, and grant selected) in the twelve months prior to 3/1/2019; encounters (for the service, agency, and grant selected) may or may not have occurred prior to 03/01/18.

Request for Service Category Increase
Ryan White Part A and MAI

A.	Name of Agency (not provided to RWPC)						2
B.	Contract Number (not provided to RWPC)						
C.	Service Category Title (per RFP)	VISION				Control No.	
D.	Request for Increase under (check one):	Part A: <input checked="" type="checkbox"/>	or	MAI: <input type="checkbox"/>			
	Request Period (check one):	April: <input type="checkbox"/>	August: <input type="checkbox"/>	Oct: <input checked="" type="checkbox"/>	Final Qtr: <input type="checkbox"/>		
E.	Amount of additional funding Requested:	\$15,000.00					
F.	Unit of Service: (list only those units and disbursements where an increase is requested)	a. Number of units in current contract:	b. Cost/unit	c. Number of additional units requested:	d. Total: (b x c)		
	1. Vision Services	2260	\$100.00	150	\$15,000.00		
	2.				\$0.00		
	3.				\$0.00		
	4.				\$0.00		
	5.				\$0.00		
	6.				\$0.00		
	7.				\$0.00		
	8. Disbursements (list current amount in column a. and requested amount in column c.)		N/A		\$0.00		
	9. Total additional funding (must match E. above):					\$15,000.00	
G.	Number of new/additional clients to be served with requested increase.	70					
H.	Number of clients served under current contract - Agencies must use the CPCDMS to document numbers served. De-identified CPCDMS-generated reports will be provided to the RWPC by RWGA.	a. Number of clients served per CPCDMS	b. Percent AA (non-Hispanic)	c. Percent White (non-Hispanic)	d. Percent Hispanic (all races)	e. Percent Male	f. Percent Female
	1. Number of clients that received this service under Part A (or MAI) in FY 2018.* (March 1, 2018 - February 28, 2019) *If agency was funded for service under Part A (or MAI) in FY 2018 - if not, mark these cells as "NA"	1417	56% raw# 796	11% raw# 157	31% raw# 436	71% raw# 1000	29% raw# 417
	2. Number of clients that have received this service under Part A (or MAI) in FY 2018. a. April Request Period = Not Applicable b. August Request Period = 03/01/19 - 06/30/19 c. October Request Period = 03/01/19 - 09/30/19 d. 4th Qtr. Request Period = 03/01/19 - 11/30/19	806	56% raw# 450	9% raw# 72	33% raw# 265	72% raw# 576	28% raw# 230

Request for Service Category Increase
Ryan White Part A and MAI

I.	Additional Information Provided by Requesting Agency (subject to audit by RWGA). Answer all questions that are applicable to agency's current situation.	a. Enter Number of Weeks in this column	b. How many Weeks will this be if full amount of request is received?	c. Comments (do not include agency name or identifying information):	
	1. Length of waiting time (in weeks) for an appointment for a new client:	2 weeks	1 weeks	We would like to be able to provide new patients services within 1 week of scheduling an appointment. With the steady increase in new patient appointments the appointment times could easily be expanded to a 3 week appointment time without increased funding. Currently we have \$21,600 in no pay for services we are unable to bill for.	
	2. Length of waiting time (in weeks) for an appointment for a current client:	1 week	0 weeks	We would be able to see existing patients within the same week with funding increase, we would see patients five days a week.	
	3. Number of clients on a "waiting list" for services (per Part A SOC):	0	0	No waiting list at this time as we have been able to continue scheduling all patients for appointments.	
	3. Number of clients unable to access services monthly (number unable to make an appointment) (per Part A SOC):	0	0		
J.	List all other sources and amounts of funding for similar services currently in place with agency:	a. Funding Source:	b. End Date of Contract:	c. Amount	d. Comment (50 words or less):
	1. Vision Contract no pay contract	RWGA	2/28/20	\$21,600.00	Currently this is the dollar amount in the current no pay contract March 2019 - Sept
	2.				
	3.				
	4.				
K.	Submit the following documentation at the same time as the request (budget narrative and fee-for-service budgets may be hard copy or fax):				
	Revised Budget Narrative (Table I.A.) corresponding to the revised contract total (amount in Item F.9.d. plus current contract amount).				
	This form must be submitted electronically via email by published deadline to Carin Martin: carin.martin@pms.hctx.net Form updated 2/12/18				

**HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA
SERVICE UTILIZATION REPORT**

[Age Group]: All [Service]: ALL [Service Performer]: 0
 Services performed between 3/1/19 and 9/30/19¹
 [Age Group]: AgeGrp1 (expanded) [Include/Exclude SubCats]: INCLUDE
 [Contract 1]: All [Contract 2]: n/a [Sub Cats 2]: All
 [Contract 3]: n/a [Sub Cats 3]: All
 [Contract 4]: n/a [Sub Cats 4]: All [Contract 5]: n/a [Sub Cats 5]: All
 [MAI]: ALL [ShowDetail]: False [Registration Type]: ALL [NewClientsOnly]: No³

RACE	AGE ²	BIRTH GENDER									
		MALE			FEMALE			BOTH GENDERS			
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp		
AFRICAN AMERICAN	0-12	0	0	0	0	0	0	0	0	0	0
	13-19	2	0	2	0	0	0	2	0	2	
	20-24	24	1	23	3	0	3	27	1	26	
	25-34	121	3	118	28	0	28	149	3	146	
	35-44	75	1	74	46	0	46	121	1	120	
	45-54	50	1	49	42	0	42	92	1	91	
	55-64	27	1	26	29	0	29	56	1	55	
	65+	6	1	5	5	0	5	11	1	10	
	SubTotals:	305	8	297	153	0	153	458	8	450	
ASIAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	4	0	4	0	0	0	4	0	4	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	6	0	6	1	0	1	7	0	7	
	55-64	1	0	1	0	0	0	1	0	1	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	11	0	11	1	0	1	12	0	12	
MULTI-RACE	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	1	1	0	0	0	0	1	1	0	
	25-34	4	2	2	1	0	1	5	2	3	
	35-44	0	0	0	1	0	1	1	0	1	
	45-54	0	0	0	1	1	0	1	1	0	
	55-64	1	0	1	0	0	0	1	0	1	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	6	3	3	3	1	2	9	4	5	
NATIVE AMERICAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	1	0	1	1	0	1	2	0	2	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	2	2	0	0	0	0	2	2	0	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	3	2	1	1	0	1	4	2	2	
PAC.ISLND/HAWAII	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	

RACE	AGE ²	BIRTH GENDER								
		MALE			FEMALE			BOTH GENDERS		
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp	
PAC.ISLND/HAWAII	20-24	0	0	0	0	0	0	0	0	0
	25-34	0	0	0	0	0	0	0	0	0
	35-44	0	0	0	0	0	0	0	0	0
	45-54	0	0	0	0	0	0	0	0	0
	55-64	1	1	0	0	0	0	1	1	0
	65+	0	0	0	0	0	0	0	0	0
	SubTotals:	1	1	0	0	0	0	1	1	0
WHITE	0-12	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0
	20-24	15	14	1	2	1	1	17	15	2
	25-34	46	38	8	13	10	3	59	48	11
	35-44	87	73	14	20	18	2	107	91	16
	45-54	65	50	15	23	19	4	88	69	19
	55-64	34	19	15	13	6	7	47	25	22
	65+	3	1	2	1	1	0	4	2	2
	SubTotals:	250	195	55	72	55	17	322	250	72
ALL RACES	0-12	0	0	0	0	0	0	0	0	0
	13-19	2	0	2	0	0	0	2	0	2
	20-24	40	16	24	5	1	4	45	17	28
	25-34	176	43	133	43	10	33	219	53	166
	35-44	162	74	88	67	18	49	229	92	137
	45-54	123	53	70	67	20	47	190	73	117
	55-64	64	21	43	42	6	36	106	27	79
	65+	9	2	7	6	1	5	15	3	12
	SubTotals:	576	209	367	230	56	174	806	265	541

Clients Served This Period

Unduplicated clients:	806
Client visits: ³	1201
Spanish speaking (primary language at home) clients served:	170
Deaf/hard of hearing clients served:	3
Blind/sight impaired clients served:	3
Homeless clients served:	84
Transgender M to F clients served:	15
Transgender F to M clients served:	1
Clients served this period who live w/in Harris County:	700
Clients served this period who live outside Harris County:	106
Active substance abuse clients served:	7
Active psychiatric illness clients served:	47

Methods of Exposure (not mutually exclusive)

Perinatal Transmission	7
Hemophilia Coagulation	1
Transfusion	8
Heterosexual Contact	321
MSM (not IDU)	374
IV Drug Use (not MSM)	9
MSM/IDU	0
Multiple Exposure Categories	25
Other risk	105
Multi-Race Breakdown	
ASN,WHT	2
BLK,NTV	3
BLK,WHT	3
NTV,WHT	1

FOOTNOTES

¹ Visit = time spent per client per agency per service per day

² Age as of 9/30/19

³ If New Client = Yes is selected then clients were only included if they had no encounters (for the service, agency, and grant selected) in the twelve months prior to 3/1/2019; encounters (for the service, agency, and grant selected) may or may not have occurred prior to 03/01/18.

Request for Service Category Increase
Ryan White Part A and MAI

A.	Name of Agency (not provided to RWPC)					
B.	Contract Number (not provided to RWPC)					
C.	Service Category Title (per RFP)					Control No.
D.	Request for Increase under (check one):					3
	Part A: X	MAI:				
	Request Period (check one):	April:	August:	Oct: X	Final Qtr:	
E.	Amount of additional funding Requested:					
	\$20,000.00					
F.	Unit of Service: (list only those units and disbursements where an increase is requested)	a. Number of units in current contract:	b. Cost/unit	c. Number of additional units requested:	d. Total: (b x c)	
	1-Vision Services <i>com</i>	9773.12	\$25.00	800	\$20,000.00	
	2.				\$0.00	
	3.				\$0.00	
	4.				\$0.00	
	5.				\$0.00	
	6.				\$0.00	
	7.				\$0.00	
	8. Disbursements (list current amount in column a. and requested amount in column c.)		N/A		\$0.00	
	9. Total additional funding (must match E. above):				\$20,000.00	
G.	Number of new/additional clients to be served with requested increase.					
	35					
H.	Number of clients served under current contract - Agencies must use the CPCDMS to document numbers served. De-identified CPCDMS-generated reports will be provided to the RWPC by RWGA.	a. Number of clients served per CPCDMS	b. Percent AA (non-Hispanic)	c. Percent White (non-Hispanic)	d. Percent Hispanic (all races)	e. Percent Male f. Percent Female
	1. Number of clients that received this service under Part A (or MAI) in FY 2018.* (March 1, 2018 - February 28, 2019) *If agency was funded for service under Part A (or MAI) in FY 2018 - if not, mark these cells as "NA"	802	67% raw# 533	13% raw# 105	18% raw# 146	69% raw# 555 31% raw# 247
	2. Number of clients that have received this service under Part A (or MAI) in FY 2018. a. April Request Period = Not Applicable b. August Request Period = 03/01/19 - 06/30/19 c. October Request Period = 03/01/19 - 09/30/19 d. 4th Qtr. Request Period = 03/01/19 - 11/30/19	708	55% raw# 387	6% raw# 44	37% raw# 262	76% raw# 541 24% raw# 167

Request for Service Category Increase
Ryan White Part A and MAI

I.	Additional Information Provided by Requesting Agency (subject to audit by RWGA). Answer all questions that are applicable to agency's current situation.	a. Enter Number of Weeks in this column	b. How many Weeks will this be if full amount of request is received?	c. Comments (do not include agency name or identifying information):	
	1. Length of waiting time (in weeks) for an appointment for a new client:	3-4 weeks	1-2 weeks	We would like to be able to provide new patients services within 1 week of scheduling an appointment. With the steady increase in new patient appointments the appointment times for CCM appts could easily be expanded to a 3 week appointment time without increased funding. Currently we have \$17,325 in no pay for services we are unable to bill for.	
	2. Length of waiting time (in weeks) for an appointment for a current client:	2 weeks	1 weeks	We would be able to see existing patients within the same week with funding increase, we would see patients five days a week.	
	3. Number of clients on a "waiting list" for services (per Part A SOC):	0	0	No waiting list at this time as we have been able to continue scheduling all patients for appointments.	
	3. Number of clients unable to access services monthly (number unable to make an appointment) (per Part A SOC):	0	0		
J.	List all other sources and amounts of funding for similar services currently in place with agency:	a. Funding Source:	b. End Date of Contract:	c. Amount	d. Comment (50 words or less):
	1. CCM Contract no pay contract	RWGA	2/28/20	\$17,325.00	Currently this is the dollar amount in the current no pay contract March 2019 - Sept
	2.				
	3.				
	4.				
K.	Submit the following documentation at the same time as the request (budget narrative and fee-for-service budgets may be hard copy or fax): Revised Budget Narrative (Table I.A.) corresponding to the revised contract total (amount in Item F.9.d. plus current contract amount). This form must be submitted electronically via email by published deadline to Carin Martin: carin.martin@phs.hctx.net Form updated 2/12/18				

HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA SERVICE UTILIZATION REPORT

[Agency] All [Service]: ALL [Service Performer]: 0
 Services performed between 3/1/19 and 9/30/19 ¹
 [Age Group]: AgeGrp1 (expanded) [Include/Exclude SubCats]: INCLUDE
 [Contract 1]: All [Contract 2]: n/a [Sub Cats 2]: All
 [Contract 3]: n/a [Sub Cats 3]: All
 [Contract 4]: n/a [Sub Cats 4]: All [Contract 5]: n/a [Sub Cats 5]: All
 [MAI]: ALL [ShowDetail]: False [Registration Type]: ALL [NewClientsOnly]: No ³

RACE	AGE ²	BIRTH GENDER									
		MALE			FEMALE			BOTH GENDERS			
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp		
AFRICAN AMERICAN	0-12	0	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0	0
	20-24	18	3	15	6	0	6	24	3	21	
	25-34	115	5	110	26	2	24	141	7	134	
	35-44	79	6	73	44	2	42	123	8	115	
	45-54	43	3	40	25	0	25	68	3	65	
	55-64	27	0	27	18	1	17	45	1	44	
	65+	4	0	4	4	0	4	8	0	8	
	SubTotals:	286	17	269	123	5	118	409	22	387	
ASIAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	4	0	4	0	0	0	4	0	4	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	2	0	2	0	0	0	2	0	2	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	6	0	6	0	0	0	6	0	6	
MULTI-RACE	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	4	0	4	1	0	1	5	0	5	
	35-44	0	0	0	1	0	1	1	0	1	
	45-54	0	0	0	2	1	1	2	1	1	
	55-64	1	1	0	0	0	0	1	1	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	5	1	4	4	1	3	9	2	7	
NATIVE AMERICAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	0	0	0	1	0	1	1	0	1	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	0	0	0	0	0	0	0	0	0	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	0	0	0	1	0	1	1	0	1	
PAC.ISLND/HAWAII	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	

RACE	AGE ²	BIRTH GENDER									
		MALE			FEMALE			BOTH GENDERS			
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp		
PAC.ISLND/HAWAII	20-24	0	0	0	0	0	0	0	0	0	0
	25-34	1	0	1	0	0	0	1	0	1	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	0	0	0	0	0	0	0	0	0	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	1	0	1	0	0	0	1	0	1	
WHITE	0-12	0	0	0	0	0	0	0	0	0	
	13-19	4	3	1	0	0	0	4	3	1	
	20-24	9	9	0	0	0	0	9	9	0	
	25-34	72	65	7	8	6	2	80	71	9	
	35-44	76	67	9	16	13	3	92	80	12	
	45-54	48	37	11	11	10	1	59	47	12	
	55-64	22	15	7	3	2	1	25	17	8	
	65+	12	11	1	1	0	1	13	11	2	
	SubTotals:	243	207	36	39	31	8	282	238	44	
ALL RACES	0-12	0	0	0	0	0	0	0	0	0	
	13-19	4	3	1	0	0	0	4	3	1	
	20-24	27	12	15	6	0	6	33	12	21	
	25-34	196	70	126	36	8	28	232	78	154	
	35-44	155	73	82	61	15	46	216	88	128	
	45-54	93	40	53	38	11	27	131	51	80	
	55-64	50	16	34	21	3	18	71	19	52	
	65+	16	11	5	5	0	5	21	11	10	
	SubTotals:	541	225	316	167	37	130	708	262	446	

Clients Served This Period

Unduplicated clients:	708
Client visits: ³	1213
Spanish speaking (primary language at home) clients served:	181
Deaf/hard of hearing clients served:	0
Blind/sight impaired clients served:	0
Homeless clients served:	58
Transgender M to F clients served:	13
Transgender F to M clients served:	0
Clients served this period who live w/in Harris County:	683
Clients served this period who live outside Harris County:	25
Active substance abuse clients served:	12
Active psychiatric illness clients served:	44

Methods of Exposure (not mutually exclusive)

Perinatal Transmission	4
Hemophilia Coagulation	0
Transfusion	4
Heterosexual Contact	275
MSM (not IDU)	360
IV Drug Use (not MSM)	5
MSM/IDU	1
Multiple Exposure Categories	31
Other risk	84
Multi-Race Breakdown	
ASN,WHT	1
BLK,ASN	1
BLK,NTV	4
BLK,WHT	2
NTV,WHT	1

FOOTNOTES

¹ Visit = time spent per client per agency per service per day

² Age as of 9/30/19

³ If New Client = Yes is selected then clients were only included if they had no encounters (for the service, agency, and grant selected) in the twelve months prior to 3/1/2019; encounters (for the service, agency, and grant selected) may or may not have occurred prior to 03/01/18.

Request for Service Category Increase
Ryan White Part A and MAI

A. Name of Agency (not provided to RWPC)							
B. Contract Number (not provided to RWPC)							
C. Service Category Title (per RFP)					Control No.		
D. Request for Increase under (check one):							
Request Period (check one):							
E. Amount of additional funding Requested:							
F. Unit of Service: (list only those units and disbursements where an increase is requested)							
		a. Number of units in current contract:	b. Cost/unit	c. Number of additional units requested:	d. Total: (b x c)		
1. CMLIC		7477	\$30.00	350	\$10,500.00		
2.					\$0.00		
3.					\$0.00		
4.					\$0.00		
5.					\$0.00		
6.					\$0.00		
7.					\$0.00		
8. Disbursements (list current amount in column a. and requested amount in column c.)			N/A		\$0.00		
9. Total additional funding (must match E. above):					\$10,500.00		
G. Number of new/additional clients to be served with requested increase.							
H. Number of clients served under current contract - Agencies must use the CPCDMS to document numbers served. De-identified CPCDMS-generated reports will be provided to the RWPC by RWGA.							
		a. Number of clients served per CPCDMS	b. Percent AA (non-Hispanic)	c. Percent White (non-Hispanic)	d. Percent Hispanic (all races)	e. Percent Male	f. Percent Female
1. Number of clients that received this service under Part A (or MAI) in FY 2018.* (March 1, 2018 - February 28, 2019) *If agency was funded for service under Part A (or MAI) in FY 2018 - if not, mark these cells as "NA"		517	57%	28%	13%	83%	17%
2. Number of clients that have received this service under Part A (or MAI) in FY 2018. a. April Request Period = Not Applicable b. August Request Period = 03/01/19 - 06/30/19 c. October Request Period = 03/01/19 - 09/30/19 d. 4th Qtr. Request Period = 03/01/19 - 11/30/19		266	49%	34%	15%	85%	15%

Request for Service Category Increase
Ryan White Part A and MAI

I.	Additional Information Provided by Requesting Agency (subject to audit by RWGA). Answer all questions that are applicable to agency's current situation.	a. Enter Number of Weeks in this column	b. How many Weeks will this be if full amount of request is received?	c. Comments (do not include agency name or identifying information):	
	1. Length of waiting time (in weeks) for an appointment for a new client:	0	0	There is currently no wait time	
	2. Length of waiting time (in weeks) for an appointment for a current client:	0	0	There is currently no wait time	
	3. Number of clients on a "waiting list" for services (per Part A SOC):	0	0	None, but we do have 194 units in no pay from 3/1/19-9/30/19	
	3. Number of clients unable to access services monthly (number unable to make an appointment) (per Part A SOC):	0	0	None	
J.	List all other sources and amounts of funding for similar services currently in place with agency:	a. Funding Source:	b. End Date of Contract:	c. Amount	d. Comment (50 words or less):
	1. Service Linkage (non-medical case management)	the Resource Group - State	8/31/20	\$275,000	specializing in substance users and the recently released
	2.				
	3.				
	4.				
K.	Submit the following documentation at the same time as the request (budget narrative and fee-for-service budgets may be hard copy or fax):				
	Revised Budget Narrative (Table I.A.) corresponding to the revised contract total (amount in Item F.9.d. plus current contract amount).				
	This form must be submitted electronically via email by published deadline to Carin Martin: carin.martin@phs.hctx.net Form updatd 2/12/18				

**HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA
SERVICE UTILIZATION REPORT**

[Agency] : [Grant]: All [Service]: CMGMT [Service Performer]: 0

Services performed between 3/1/19 and 9/30/19

[Age Group]: AgeGrp1 (expanded) [Include/Exclude SubCats]: INCLUDE NP

[Contract 1] b Cats 1]: All [Contract 2 Sub Cats 2]: All

[Contract 3]: n/a [Sub Cats 3]: All

[Contract 4]: n/a [Sub Cats 4]: All [Contract 5]: n/a [Sub Cats 5]: All

RACE	AGE ²	BIRTH GENDER									
		MALE			FEMALE			BOTH GENDERS			
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp		
AFRICAN AMERICAN	0-12	0	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0	0
	20-24	1	0	1	0	0	0	1	0	1	
	25-34	18	0	18	4	0	4	22	0	22	
	35-44	13	1	12	7	0	7	20	1	19	
	45-54	28	1	27	9	0	9	37	1	36	
	55-64	36	0	36	9	0	9	45	0	45	
	65+	7	0	7	1	0	1	8	0	8	
	SubTotals:	103	2	101	30	0	30	133	2	131	
MULTI-RACE	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	2	0	2	0	0	0	2	0	2	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	0	0	0	0	0	0	0	0	0	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	2	0	2	0	0	0	2	0	2	
NATIVE AMERICAN	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	0	0	0	0	0	0	0	0	0	
	35-44	0	0	0	0	0	0	0	0	0	
	45-54	1	0	1	0	0	0	1	0	1	
	55-64	0	0	0	0	0	0	0	0	0	
	65+	0	0	0	0	0	0	0	0	0	
	SubTotals:	1	0	1	0	0	0	1	0	1	
WHITE	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	0	0	0	0	0	0	0	0	0	
	25-34	13	7	6	0	0	0	13	7	6	
	35-44	14	4	10	2	2	0	16	6	10	
	45-54	39	14	25	2	0	2	41	14	27	
	55-64	45	8	37	4	2	2	49	10	39	
	65+	10	2	8	1	0	1	11	2	9	
	SubTotals:	121	35	86	9	4	5	130	39	91	
ALL RACES	0-12	0	0	0	0	0	0	0	0	0	
	13-19	0	0	0	0	0	0	0	0	0	
	20-24	1	0	1	0	0	0	1	0	1	
	25-34	33	7	26	4	0	4	37	7	30	
	35-44	27	5	22	9	2	7	36	7	29	
	45-54	68	15	53	11	0	11	79	15	64	
	55-64	81	8	73	13	2	11	94	10	84	
	65+	17	2	15	2	0	2	19	2	17	
	SubTotals:	227	37	190	39	4	35	266	41	225	

Clients Served This Period

Methods of Exposure (not mutually exclusive)

Unduplicated clients:

266

PerinatalTransmission

0

Client visits: ³	1526	Hemophilia Coagulation	0
Spanish speaking (primary language at home) clients served:	9	Transfusion	1
Deaf/hard of hearing clients served:	15	Heterosexual Contact	56
Blind/sight impaired clients served:	7	MSM (not IDU)	127
Homeless clients served:	45	IV Drug Use (not MSM)	6
Transgender M to F clients served:	8	MSM/IDU	2
Transgender F to M clients served:	0	Multiple Exposure Categories	17
Clients served this period who live w/in Harris County:	258	Other risk	76
Clients served this period who live outside Harris County:	8	<u>Multi-Race Breakdown</u>	
Active substance abuse clients served:	4	BLK,WHT	1
Active psychiatric illness clients served:	24	NTV,WHT	1

FOOTNOTES

¹ Visit = time spent per client per agency per service per day

² Age as of 9/30/19

³ If New Client = Yes is selected then clients were only included if they had no encounters (for the service, agency, and grant selected) in the twelve months prior to 3/1/2019; encounters (for the service, agency, and grant selected) may or may not have occurred prior to 03/01/18.

Request for Service Category Increase
Ryan White Part A and MAI

A.	Name of Agency (not provided to RWPC)						
B.	Contract Number (not provided to RWPC)						
C.	Service Category Title (per RFP)	Health Insurance Premium and Cost Sharing Assistance			Control No.	5	
D.	Request for Increase under (check one):	Part A: X	MAI:				
	Request Period (check one):	April:	August:	Oct: X	Final Qtr.		
E.	Amount of additional funding Requested:	\$155,000.00					
F.	Unit of Service: (list only those units and disbursements where an increase is requested)	a. Number of units in current contract:	b. Cost/unit	c. Number of additional units requested:	d. Total: (b x c)		
	1.				\$0.00		
	2.				\$0.00		
	3.				\$0.00		
	4.				\$0.00		
	5.				\$0.00		
	6.				\$0.00		
	7.				\$0.00		
	8. Disbursements (list current amount in column a. and requested amount in column c.)	\$1,178,529.00	N/A	\$155,000.00	\$155,000.00		
	9. Total additional funding (must match E. above):				\$155,000.00		
G.	Number of new/additional clients to be served with requested increase.						
H.	Number of clients served under current contract - Agencies must use the CPCDMS to document numbers served. De-identified CPCDMS-generated reports will be provided to the RWPC by RWGA.	a. Number of clients served per CPCDMS	b. Percent AA (non-Hispanic)	c. Percent White (non-Hispanic)	d. Percent Hispanic (all races)	e. Percent Male	f. Percent Female
	1. Number of clients that received this service under Part A (or MAI) in FY 2018.* (March 1, 2018 - February 28, 2019) *If agency was funded for service under Part A (or MAI) in FY 2018 - if not, mark these cells as "NA"	1753	44%	27%	29%	81%	19%
	2. Number of clients that have received this service under Part A (or MAI) in FY 2018. a. April Request Period = Not Applicable b. August Request Period = 03/01/19 - 06/30/19 c. October Request Period = 03/01/19 - 09/30/19 d. 4th Qtr. Request Period = 03/01/19 - 11/30/19	1635	45%	25%	30%	81%	19%

Request for Service Category Increase
Ryan White Part A and MAI

I.	Additional Information Provided by Requesting Agency (subject to audit by RWGA). Answer all questions that are applicable to agency's current situation.	a. Enter Number of Weeks in this column	b. How many Weeks will this be if full amount of request is received?	c. Comments (do not include agency name or identifying information):	
	1. Length of waiting time (in weeks) for an appointment for a new client:	4	3	The agency has a large number of Ryan White patients seeking health insurance assistance services. The agency is requesting funding in order to sufficiently meet the continued demands for new Ryan White patients.	
	2. Length of waiting time (in weeks) for an appointment for a current client:	3	2	The agency has a large number of Ryan White patients seeking health insurance assistance services. The agency is requesting funding in order to sufficiently meet the continued demands for existing Ryan White patients.	
	3. Number of clients on a "waiting list" for services (per Part A SOC):	0	0	The agency does not maintain a waiting list. The agency offers a limited number of same day appointment slots for patients.	
	3. Number of clients unable to access services monthly (number unable to make an appointment) (per Part A SOC):	0	0	The agency offers a limited number of same day appointment slots for patients.	
J.	List all other sources and amounts of funding for similar services currently in place with agency:	a. Funding Source:	b. End Date of Contract:	c. Amount	d. Comment (50 words or less):
	1.				
	2.				
	3.				
	4.				
K.	Submit the following documentation at the same time as the request (budget narrative and fee-for-service budgets may be hard copy or fax):				
	Revised Budget Narrative (Table I.A.) corresponding to the revised contract total (amount in Item F.9.d. plus current contract amount).				
	This form must be submitted electronically via email by published deadline to Carin Martin: carin.martin@phs.hctx.net Form updated 2/12/18				

**HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA
SERVICE UTILIZATION REPORT**

[Agency Grant]: All [Service]: ALL [Service Performer]: 0
 Services performed between 3/1/19 and 9/30/19
 [Age Group]: AgeGrp1 (expanded) [Include/Exclude SubCats]: INCLUDE
 [Contract Cats 1]: All [Contract 2]: All **NT**
 [Contract 3]: n/a [Sub Cats 3]: All
 [Contract 4]: n/a [Sub Cats 4]: All [Contract 5]: n/a [Sub Cats 5]: All
 [MAI]: ALL [ShowDetail]: False [Registration Type]: ALL [NewClientsOnly]: No

RACE	AGE ²	BIRTH GENDER								
		MALE			FEMALE			BOTH GENDERS		
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp	
AFRICAN AMERICAN	0-12	0	0	0	0	0	0	0	0	0
	13-19	4	0	4	0	0	0	4	0	4
	20-24	20	0	20	3	0	3	23	0	23
	25-34	113	1	112	21	2	19	134	3	131
	35-44	104	3	101	50	1	49	154	4	150
	45-54	134	1	133	85	1	84	219	2	217
	55-64	108	1	107	55	0	55	163	1	162
	65+	34	1	33	22	0	22	56	1	55
	SubTotals:	517	7	510	236	4	232	753	11	742
ASIAN	0-12	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0
	20-24	3	0	3	0	0	0	3	0	3
	25-34	3	0	3	0	0	0	3	0	3
	35-44	7	0	7	1	0	1	8	0	8
	45-54	4	0	4	2	0	2	6	0	6
	55-64	3	0	3	1	0	1	4	0	4
	65+	3	0	3	0	0	0	3	0	3
	SubTotals:	23	0	23	4	0	4	27	0	27
MULTI-RACE	0-12	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0
	20-24	1	0	1	0	0	0	1	0	1
	25-34	4	2	2	2	0	2	6	2	4
	35-44	0	0	0	2	0	2	2	0	2
	45-54	3	0	3	1	0	1	4	0	4
	55-64	2	0	2	0	0	0	2	0	2
	65+	0	0	0	0	0	0	0	0	0
	SubTotals:	10	2	8	5	0	5	15	2	13
NATIVE AMERICAN	0-12	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0
	20-24	0	0	0	0	0	0	0	0	0
	25-34	2	0	2	0	0	0	2	0	2
	35-44	0	0	0	1	1	0	1	1	0
	45-54	1	0	1	1	0	1	2	0	2
	55-64	1	0	1	0	0	0	1	0	1
	65+	0	0	0	0	0	0	0	0	0
	SubTotals:	4	0	4	2	1	1	6	1	5
PAC.ISLND/HAWAII	0-12	0	0	0	0	0	0	0	0	0
	13-19	0	0	0	0	0	0	0	0	0

RACE	AGE ²	BIRTH GENDER								
		MALE			FEMALE			BOTH GENDERS		
		Hispanic	Non-Hisp		Hispanic	Non-Hisp		Hispanic	Non-Hisp	
PAC.ISLND/HAWAII	20-24	0	0	0	0	0	0	0	0	0
	25-34	0	0	0	0	0	0	0	0	0
	35-44	2	1	1	0	0	0	2	1	1
	45-54	0	0	0	0	0	0	0	0	0
	55-64	0	0	0	0	0	0	0	0	0
	65+	0	0	0	0	0	0	0	0	0
	SubTotals:	2	1	1	0	0	0	2	1	1
WHITE	0-12	0	0	0	0	0	0	0	0	0
	13-19	1	1	0	0	0	0	1	1	0
	20-24	7	5	2	0	0	0	7	5	2
	25-34	114	82	32	1	0	1	115	82	33
	35-44	128	77	51	13	10	3	141	87	54
	45-54	213	118	95	18	11	7	231	129	102
	55-64	221	78	143	21	7	14	242	85	157
	65+	82	20	62	13	8	5	95	28	67
SubTotals:	766	381	385	66	36	30	832	417	415	
ALL RACES	0-12	0	0	0	0	0	0	0	0	0
	13-19	5	1	4	0	0	0	5	1	4
	20-24	31	5	26	3	0	3	34	5	29
	25-34	236	85	151	24	2	22	260	87	173
	35-44	241	81	160	67	12	55	308	93	215
	45-54	355	119	236	107	12	95	462	131	331
	55-64	335	79	256	77	7	70	412	86	326
	65+	119	21	98	35	8	27	154	29	125
SubTotals:	1,322	391	931	313	41	272	1,635	432	1,203	

Clients Served This Period

Unduplicated clients:	1635
Client visits: ³	5244
Spanish speaking (primary language at home) clients served:	145
Deaf/hard of hearing clients served:	12
Blind/sight impaired clients served:	17
Homeless clients served:	134
Transgender M to F clients served:	9
Transgender F to M clients served:	1
Clients served this period who live w/in Harris County:	1430
Clients served this period who live outside Harris County:	205
Active substance abuse clients served:	3
Active psychiatric illness clients served:	35

Methods of Exposure (not mutually exclusive)

Perinatal Transmission	8
Hemophilia Coagulation	2
Transfusion	10
Heterosexual Contact	387
MSM (not IDU)	713
IV Drug Use (not MSM)	22
MSM/IDU	3
Multiple Exposure Categories	43
Other risk	464
Multi-Race Breakdown	
ASN,HWN	1
ASN,WHT	1
BLK,NTV	4
BLK,NTV,WHT	1
BLK,WHT	7
NTV,WHT	1

MOTIONS WHICH ARE USUALLY MADE AT THE NOVEMBER PRIORITIES AND ALLOCATIONS COMMITTEE MEETING

The following is proposed, updated language using text that was approved in November 2018

PROPOSED LANGUAGE:

Item: Ryan White Part A - FY 2019 Carryover Funds

Recommended Action: Motion: If there are FY 2019 Ryan White Part A carryover funds, it is the intent of the committee to recommend allocating the full amount to Outpatient/Ambulatory Primary Medical Care.

Item: FY 2019 Unspent Funds

Recommended Action: Motion: In the final quarter of the FY 2019 Ryan White Part A, Part B and State Services grant years, after implementing the year end Council-approved reallocation of unspent funds and utilizing the existing 10% reallocation rule to the extent feasible, Ryan White Grant Administration (RWGA) may reallocate any remaining unspent funds as necessary to ensure the Houston EMA has less than 5% unspent Formula funds and no unspent Supplemental funds. The Resource Group (TRG) may reallocate any remaining unspent funds as necessary to ensure no funds are returned to the Texas Department of State Health Services. RWGA and TRG must inform the Council of these shifts no later than the next scheduled Ryan White Planning Council Steering Committee meeting.

2019 QUARTERLY REPORT
PRIORITY AND ALLOCATIONS COMMITTEE
(Submitted October 2019)

Status of Committee Goals and Responsibilities (* means mandated by HRSA):

1. Conduct training to familiarize committee members with decision-making tools.
Status: **DONE**
2. Review the final quarter allocations made by the administrative agents.
Status: **DONE**
3. *Improve the processes for and strengthen accountability in the FY 2020 priority-setting, allocations and subcategory allocations processes for Ryan White Parts A and B and State Services funding.
Status: **ONGOING**
4. When applicable, plan for specialty dollars like Minority AIDS Initiative (MAI) and special populations such as Women, Infants, Children and Youth (WICY) throughout the priority setting and allocation processes.
Status: **ONGOING**
5. *Determine the FY 2020 priorities, allocations and subcategory allocations for Ryan White Parts A and B and State Services funding.
Status: **COMPLETED**
6. *Review the FY 2019 priorities as needed.
Status: **COMPLETED**
7. *Review the FY 2019 allocations as needed.
Status: **COMPLETED**
8. Evaluate the processes used.
Status: **COMPLETED**
9. Annually, review the status of Committee activities identified in the current Comprehensive Plan.
Status: **ONGOING**

Status of Tasks on the Timeline:

Bobby Cruz
Committee Chairperson

10/31/19
Date

Operations Committee Report

**Members Eligible to Run for
Chair of the
2020 Ryan White Planning Council**
(as of 10-24-19)

According to Council Policy 500.01 regarding election of officers: “Ryan White Part A, B and State Services funded providers/employees/subcontractors/Board Members and/or employees/subcontractors of the Grantees for these entities shall not be eligible to run for office of Chair of the Ryan White Planning Council. Candidates will have served as an appointed member of the RWPC for the preceding twelve (12) months and, if needed, have been reappointed by the CEO. One of the three officers must be a self-identified HIV positive person. “ Nominations for all three positions: Council Chair, Vice Chair and Secretary, must be submitted to the Director of the Office of Support before the end of the November Steering Committee or at the December Council meeting, which is the day of the election.

Eligible To Run for Chair (* must be reappointed):

Veronica Ardoin
Rosalind Belcher*
Tony Crawford
Bobby Cruz*
Johnny Deal
Ronnie Galley*
Gregory Hamilton
Angela F. Hawkins
Melvin Joseph
Arlene Johnson
Tom Lindstrom
Holly Renee McLean
Rodney Mills*
Allen Murray*
John Poole
Tana Pradia
Gloria Sierra*
Crystal Starr
Carol Suazo
Bruce Turner*

Not Eligible To Run for Chair

Ahmier Gibson-conflicted (Legacy Community Health)
Allison Hesterman-employee (Tx. Dept. of State Health Services)
Dawn Jenkins-conflicted (Harris Health Systems)*
Daphne Jones-conflicted (City of Houston)*
J. Hoxi Jones-employee (Tx. Health & Human Serv.)*
Denis Kelly-conflicted (Avenue 360)
Niquita Moret-conflicted (City of Houston)
Matilda Padilla-conflicted (AIDS Healthcare Foundation)
Faye Robinson-conflicted (City of Houston)*
Pete Rodriguez-employee (HRSA)
Imran Shaikh-conflicted (City of Houston)

SLATE OF NOMINEES

As of Wednesday, October 30, 2019, the following people have been nominated as officers for the 2020 Ryan White Planning Council:

Chair:

Allen Murray

Vice Chair:

Ronnie Galley
Denis Kelly
Tana Pradia

Secretary:

Tana Pradia

2019 QUARTERLY REPORT OPERATIONS COMMITTEE

(submitted October 2019)

Status of Committee Goals and Responsibilities (* means mandated by HRSA):

1. Design and implement Orientation for Council members and new external committee members in January and February 2019.
Status: *done*
2. When necessary, address member needs for additional orientation and training, including through the Committee Mentoring Program. (Example: create a "Frequently Asked Questions" form. The information for this document can be gathered from Project LEAP and others.)
Status: *done*
3. *When necessary, review and revise the bylaws, policies, and procedures of the Ryan White Planning Council.
Status: *ongoing*
4. In November, review and, if necessary, recommend amendments to the Memorandum of Understanding among Part A stakeholders and/or the Letter of Agreement among Part B stakeholders.
Status: *in process*
5. When necessary, review and revise policies and procedures for the Council support staff.
Status: *continuing*
6. *Investigate and make recommendations regarding complaints and grievances brought before the committee in order to assure member/staff compliance with bylaws, policies, and procedures.
Status: *no complaints filed so far this year*
7. *Resolve any grievances brought forward.
Status: *N/A*
8. *Make nominations to the CEO, which ensure the reflectiveness and representativeness of the Council.
Status: *in process*
9. Evaluate the performance of the Director in conjunction with the Planning Council Chair and CEO.
Status: *will happen in Dec*
10. Ensure that the Council is complying with HRSA, County and other open meeting requirements.
Status: *will review new open meetings act*
11. Annually, review the status of Committee activities identified in the Comprehensive Plan.
on going.

Status of Tasks on the Timeline:

Alex W. Murray
Committee Chairperson

11-15-19
Date

FYI



August 30, 2019

Dear Health Department and CBO Grantees,

I am writing to encourage you to continue your work to spread the word about the power of viral suppression to improve the health of people with HIV and to prevent the sexual transmission of HIV. This information is important and has the power to change lives.

In July, we updated our webpage titled "[Effectiveness of Prevention Strategies to Reduce the Risk of Acquiring or Transmitting HIV](#)" that features tables summarizing the latest evidence of effectiveness for the key HIV prevention strategies ART, PrEP, and condoms. For ART, the science is strong and clear; the data show that the effectiveness for ART with viral suppression is estimated to be 100% for preventing sexual transmission of HIV. In other words, for persons taking ART as prescribed and achieving and maintaining viral suppression, there is *effectively no risk* of transmitting HIV through sex.

CDC has taken a number of steps to share this information. We have sent various communications to our partners, developed [technical](#) and [consumer](#) fact sheets, and received funding from HHS to further accelerate the dissemination of this information through the development of new campaign resources for health care providers and consumers through our [Let's Stop HIV Together](#) (formerly *Act Against AIDS*) campaigns. We are pleased that these resources are available on our [Treatment as Prevention website, and we will continue to post more as they become available.](#)

[We urge you to share this groundbreaking science with your communities.](#) Research shows that no single message is acceptable or understandable to all audiences, so it is important to have flexibility and options when communicating about this life-saving science. You can use CDC-developed materials, as well as materials developed by community groups such as Prevention Action Campaign, the organization responsible for the U=U campaign (undetectable=untransmittable).

The bottom line – there are a lot of resources available through CDC and elsewhere. We encourage you to do all you can to share this important information in your communities. If you have specific questions related to this issue or how to best integrate CDC materials into your program, please contact your CDC project officer who can help you or link you to Division resources who are happy to assist.

Thank you,

Eugene McCray, M.D.

Director, Division of HIV/AIDS Prevention
National Center for HIV/AIDS, Viral Hepatitis, STD & TB Prevention
Centers for Disease Control and Prevention
1600 Clifton Road, NE (Mailstop US8-5)
Atlanta, GA 30329-4027