

UNIVERSAL STANDARDS

IMPORTANT: Prior to reading service-specific standards, please read the [HRSA/HAB National Monitoring Standards](#), and the [Universal Standards outline document](#) and the [Hartford Transitional Grant Areas Planning Council Directives](#).

STANDARD	MEASURE
1. Access to Services	
a. Services must be provided irrespective of age, physical or mental challenges, creed, criminal history, history of substance use, immigration status, marital status, national origin, race, sexual orientation, socioeconomic status, current/past health conditions and status neutral approach.	<ul style="list-style-type: none"> • Policies and procedures • Consumer grievances
b. Sub-recipients must make translator or interpreter services available for those consumers who need them.	<ul style="list-style-type: none"> • Policies and procedures • Program literature in applicable language
c. Services must be provided in accordance with the Americans with Disability Act guidelines. For more information, refer to: ADA Guidelines .	<ul style="list-style-type: none"> • Policies and procedures
d. Sub-recipients must have written instructions for consumers on how to access the Sub-recipients after business hours.	<ul style="list-style-type: none"> • Policies and procedures • Informational flyers, handouts
2. HIV Continuum of Care	
a. Sub-recipients must establish formal collaborative agreements with HIV and other service organizations.	<ul style="list-style-type: none"> • Memoranda of Agreement or Memoranda of Understanding
b. Sub-recipients must inform consumers of the various HIV services and resources available throughout the Transitional Grant Areas, (TGA)	<ul style="list-style-type: none"> • Informational flyers, handouts, resource manuals, literature • Documentation in consumer records of resources given
c. Sub-recipients must have a resource referral and tracking system with identified HIV and other service Sub-recipients.	<ul style="list-style-type: none"> • Referral tracking system for each service category
3. Staff Requirements	
a. Sub-recipients must have written personnel policies and procedures.	<ul style="list-style-type: none"> • Policies and procedures

<p>b. Sub-recipients must offer to staff and contracted service Sub-recipients their job descriptions that address minimum qualifications, core competencies, and job responsibilities.</p>	<ul style="list-style-type: none"> • Position descriptions
<p>c. Sub-recipients must ensure that services are provided in an inclusively, linguistically, culturally-competent, compassionate, non- judgmental, age appropriate and comprehensible manner.</p>	<ul style="list-style-type: none"> • Training/in-service certificates/sign-in sheets • Staff interview • Consumer satisfaction survey • Consumer grievances
STANDARD	MEASURE
<p>d. Sub-recipients must ensure that staff and contracted service Sub-recipients delivering direct services to consumers must have knowledge of the:</p> <ul style="list-style-type: none"> • HIV/AIDS/HCV disease process • Effects of HIV/AIDS/HCV related illnesses and co-morbidities on consumers • Psychosocial effects of HIV/AIDS/HCV on consumers and their families/significant others • Provide PrEP Education and Resources • Current strategies for the management of HIV/AIDS/HCV • HIV/AIDS/HCV related resources and services in Hartford TGA <p>For more information, refer to: DHHS Guidelines.</p>	<ul style="list-style-type: none"> • Documentation of this knowledge via formal education, trainings, or other methods. Types of documentation may include, but is not limited to, medical degree, license/certification, training certificates, transcripts. • Staff interview
<p>e. Sub-recipients must ensure that professional staff and contracted service Sub-recipients follow, at minimum, established codes of conduct for their discipline. For paraprofessional staff, Sub-recipients must ensure that an agency code of conduct is established and that staff follow the code.</p>	<ul style="list-style-type: none"> • Codes of Conduct • Trainings/in-service certificates/sign-in-sheets • Staff interview
<p>f. Sub-recipients must ensure that staff and contracted service Sub-recipients receive ongoing supervision that is relevant and appropriate to their professional needs.</p>	<ul style="list-style-type: none"> • Supervisory/case conference meeting logs • Documentation of supervisory consumer record reviews
<p>g. Sub-recipients must ensure that staff and contracted service Sub-recipients conduct business in a manner that ensures the confidentiality of consumers and follows established protocols outlined in the Health Insurance Portability and Accountability Act (HIPAA) and the Connecticut Public Health Code.</p>	<ul style="list-style-type: none"> • Policies and procedures • Trainings/in-service certificates/sign-in sheets • Staff signatures on agency's Confidentiality/HIPAA statements

4. Safety and Emergency Procedures	
a. Sub-recipients must ensure that services are provided in facilities that are clean, comfortable, handicap accessibility and free from hazards.	<ul style="list-style-type: none"> • Site visit observation
b. Sub-recipients must have policies and procedures for the following <ul style="list-style-type: none"> • Emergency Procedures that include fire, severe weather, and intruder/weapon threat • Medical/Health Care Crisis • Infection Control and Transmission Risk • Emergency disaster plant to address natural disasters 	<ul style="list-style-type: none"> • Policies and procedures • Site visit observation • Training certificates and/or sign-in sheets • Staff interview • Copy of Emergency disaster plan
STANDARD	MEASURE
<ul style="list-style-type: none"> • Risk Assessment • Accident / Incident Reporting <p>Sub-recipients must ensure that staff and contracted service Sub-recipients are trained and following the safety and emergency procedures.</p>	
c. Sub-recipients must follow recommended Occupational Safety and Health Administration (OSHA) and Connecticut Occupational Safety and Health Administration (CTOSHA) regulations.	<ul style="list-style-type: none"> • Policies and procedures • Site visit observation • Training certificates and/or sign-in sheets • Staff interview
d. Sub-recipients must follow the Association for Professional in Infection and Epidemiology Guidelines (APIC) and/or Society for HealthCare Epidemiology of America (SHEA) guidelines in caring for immune-compromised individuals.	<ul style="list-style-type: none"> • Policies and procedures • Site visit observation • Training certificates and/or sign-in sheets • Staff interview
5. Consumer Eligibility and Recertification Requirements	
a. Sub-recipients must ensure that Ryan White funds are used as a payer of last resort.	<ul style="list-style-type: none"> • Policies and procedures • Documentation in consumer records of accessing resources from other payers
b. Sub-recipients must verify proof of HIV status, income to determining eligibility status, residency, and insurance in accordance with the DHHS Ryan White Program Guidance #21-02.	<ul style="list-style-type: none"> • Policies and procedures • Documentation in consumer records of established eligibility and recertification within specified timeframes

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<p>c. Proof of HIV status must be established within 30 business days of intake.</p>	<ul style="list-style-type: none"> • Policies and procedures • Documentation in consumer records of established HIV status within specified timeframe
<p>d. If a consumer is not enrolled in an insurance plan, Sub-recipients must assist the consumer with benefits counseling and enrollment into an appropriate insurance plan.</p>	<ul style="list-style-type: none"> • Policies and procedures • Documentation in consumer records of benefits counseling/enrollment
<p>6. Intake</p>	
<p>a. Sub-recipients must screen consumers into appropriate Ryan White service categories as determined by presenting needs.</p>	<ul style="list-style-type: none"> • Documentation in consumer records of screening for appropriate Ryan White services
<p>b. Sub-recipients must complete an intake with consumers within 5 business days of initial contact.</p>	<ul style="list-style-type: none"> • Documentation in consumer records of timely intake within specified timeframes
<p style="text-align: center;">STANDARD</p>	<p style="text-align: center;">MEASURE</p>
<p>c. The intake form must include, at minimum, all the required data elements included in the most recent RSR Manual. The most recent version of this manual can be found at the HRSA/HAB Target Center.</p>	<ul style="list-style-type: none"> • Intake form, with all the required data elements • Documentation in consumer records of completed intakes
<p>7. Consents and Related Consumer Documentation</p>	
<p>a. Sub-recipients must obtain and document consumer's informed consent for provision of Ryan White services.</p>	<ul style="list-style-type: none"> • Consent to Serve form
<p>b. Sub-recipients must ensure that consumer records are maintained in a secure location.</p>	<ul style="list-style-type: none"> • Policies and procedures • Staff interview • Site visit observation
<p>c. Sub-recipients must have policies and procedures to ensure that consumers' medical records and other personal health information are:</p> <ul style="list-style-type: none"> • Securely faxed, emailed, or phoned • Safely transported during the course of conducting business • Securely stored electronically with limited access • Shared with third parties in accordance with 	<ul style="list-style-type: none"> • Policies and procedures • Staff interview • Site visit observation

<p>d. Sub-recipients must have a written statement outlining consumer rights that, at minimum, includes:</p> <ul style="list-style-type: none"> • Nature of services offered. • Conditions for service • The ability to terminate service at any time. • Transfer and discharge procedures • Consumer progress review • Access to consumer records 	<ul style="list-style-type: none"> • Consumer Rights and Responsibilities form
<p>e. Sub-recipients must have a written statement outlining consumer responsibilities that, at minimum, includes:</p> <ul style="list-style-type: none"> • Scheduling, rescheduling, and cancelling appointments • Drug and alcohol use on premises • Weapons on premises • Acts of abuse towards staff, property or services 	<ul style="list-style-type: none"> • Consumer Rights and Responsibilities form
<p>f. Sub-recipients must have an objective process to address and track consumers' grievances.</p>	<ul style="list-style-type: none"> • Policies and procedures • Documentation of resolution of grievance
STANDARD	MEASURE
<p>g. Sub-recipients must have releases of information that, at minimum, includes information regarding:</p> <ul style="list-style-type: none"> • To what/whom information will be released, including name of organization or person (emergency contact), address, etc. • What specific information will be released • Time-limits for releases to not exceed 18 months • Printed name and signature of consumer/legal guardian • Signature of a witness <p>Releases of information are not valid once a consumer is discharged from services.</p>	<ul style="list-style-type: none"> • Release of Information form • Documentation in consumer records of signed and updated releases of information before third party disclosures are made

<p>h. Within 5 business days of completing intake, Sub-recipients must review with consumer and obtain signed documentation of the following consents and related documentation:</p> <ul style="list-style-type: none"> • Consent to Serve form • Confidentiality Procedures, including HIPAA • Consumer Rights and Responsibility • Grievance process 	<ul style="list-style-type: none"> • Documentation in consumer records of signed documentation
<p>8. Progress Notes</p>	
<p>a. A progress note must be done on a client at least monthly</p>	<ul style="list-style-type: none"> • Documentation in consumer records of ongoing assessment of needs and appropriate referrals
<p>b. Documentation of progress notes in consumer records at least monthly</p>	<ul style="list-style-type: none"> • Documentation in consumer records of ongoing contact with other service Sub-recipients
<p>c. Documentation in consumer records of progress toward meeting the goals in the care plan</p>	<ul style="list-style-type: none"> • Documentation in consumer service plans that needs are closed out when they are met/deferred
<p>d. Documentation in consumer records after each progress notes showing Sub-recipients full name/title; date; time; credentials within 3 days after interaction with client</p>	<ul style="list-style-type: none"> • Documentation in consumer service plans that needs are closed out when they are met/deferred
<p>e. Documentation in consumer record of efforts to contact client</p> <p>f. Documentation in consumer records showing no black spaces between progress notes</p>	<ul style="list-style-type: none"> • Documentation in consumer records of ongoing contact with other service Sub-recipients
<p>9. Discharge</p>	

<p>a. A discharge from services must occur if any of the following criteria is met:</p> <ul style="list-style-type: none"> • Completion of services • Consumer’s death • Verification of HIV/HCV positive status cannot be obtained within 30 business days of intake • Verification of eligibility cannot be obtained • The consumer/legal guardian has requested the case be closed • Relocation of consumer outside of the Sub-recipient’s geographic service area • Inability to contact the consumer for more than 90 calendar days • The consumer’s needs are more appropriately addressed through other Sub-recipients • The consumer exhibits act of abuse towards 	<ul style="list-style-type: none"> • Documentation in consumer records that discharge criteria was followed
<p>b. Sub-recipients must notify consumers when they are being discharged.</p>	<ul style="list-style-type: none"> • Documentation in consumer records of consumers being notified of discharge
STANDARD	
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10. Consumer Satisfaction	
<p>a. Sub-recipients must establish evaluation methods to assess consumer satisfaction and receive feedback on services using any of the following methods:</p> <ul style="list-style-type: none"> • Consumer Advisory Board • Consumer satisfaction survey • Suggestion box or other consumer input mechanism • Focus groups and/or public meetings 	<ul style="list-style-type: none"> • Consumer Advisory Board meeting notes/minutes • Consumer satisfaction survey/results • Visual verification of suggestion box or other consumer input mechanisms during site visit • Notes or reports from focus groups and/or public meetings
<p>b. Sub-recipients must use results from evaluation methods to improve service delivery.</p>	<ul style="list-style-type: none"> • Quality Improvement Plan • Modification to service delivery policies and procedures based on feedback • Inclusion of consumer feedback in internal training/staff communications

PSYCHOSOCIAL SUPPORT SERVICES

IMPORTANT: Prior to reading service-specific standards, please read the [HRSA/HAB National Monitoring Standards--Universal](#), [HRSA/HAB National Monitoring Standards--Part A](#), and the [Universal Standards outline document](#) and the [Hartford Transitional Grant Areas Planning Council Directives](#).

Service Definition

Psychosocial support is the provision of group or individual support and counseling services to assist eligible people living with HIV/AIDS/HCV to address behavioral and physical health concerns

These services may include:

- Bereavement counseling
- Child abuse and neglect counseling
- HIV/AIDS/HCV support groups
- Nutrition counseling provided by a non –registered dietitian
- Pastoral care/ counseling services

Program Guidance:

- Funds under this service category may not be used to provide nutritional supplements
- Funded Pastoral Counseling must be available to all eligible clients regardless of their religious denominational affiliation
- Funds may not be used for social/recreational activities or to pay for a client’s gym membership
- Contact quality management staff for full Evidence Based Interventions list

STANDARD	MEASURE
1. Service Delivery	
a. The Sub-recipients must document services provided to the consumer.	<ul style="list-style-type: none"> • Sign-in sheets at support groups • Documentation in consumer records of individual counseling, if applicable

<p>b. The Sub-recipients must document topics or interventions that were implemented along with HAB performance measures that are tied to each topic.</p>	<ul style="list-style-type: none"> • List of group session topics • Documentation in consumer records of individual/group counseling session topics/interventions • Evidence of performance measures with tracking mechanism in place
<p>c. On an annual basis, the Sub-recipients must evaluate the services and topics covered to ensure they meet consumer needs.</p>	<ul style="list-style-type: none"> • Consumer satisfaction survey • Modification to service delivery based on feedback • Inclusion of consumer feedback in staff training
<p>d. A service plan is developed and agreed-upon by the client and provider, which outlines services goals, objectives, and interventions.</p>	<ul style="list-style-type: none"> • Documentation is kept in consumer chart and reviewed every 6 months

Performance Measures

Psychosocial:

85% of clients with an HIV/AIDS/HCV diagnosis that received Psychosocial Support services whose last viral load in the measurement year is <200 copies/mL

94% of clients with an HIV/AIDS/HCV diagnosis receiving Psychosocial Support services who are out of care will have a documented referral to HIV primary medical care within the measurement year **Service Unit(s):**

Face to face, advocacy, and telephone consults

CAREWare Data Reporting:

Part A service sub-recipients are responsible for documenting and keeping accurate records of Ryan White program data/client information, units of service, and client health outcomes.

Psychosocial Support Services Definition:

Peer Navigator: People living with HIV/AIDS/HCV (PLWHAH), who run support groups, help individuals establish medical care, assist in the enrollment for Ryan White services, attend medical appointments, assist in making behavioral health appointments, and find additional support services to ensure a person doesn't feel alone in the medical

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treatment process with the goal/focus to achieve Sustained Virologic Response (SVR)/Viral Load Suppression.

Peer to Peer Participant: PLWHAH who attend the group

STANDARDS	MEASURE
1. Peer Navigator Responsibility but not limited to	
a. Sub-recipient's roles in peer navigation	To include major core components: <ul style="list-style-type: none"> • Peer to peer navigators are rotated • Steps must be tied into HAB measures • Clinical supervision required • Comply with confidentiality status and regulations • Meet one on one with consumers who are not in care and not assigned to receiving medical case management and reconnect client into care • Meets with consumers for up to a 3 month transition period to bridge the gap and connect to care • Meet with consumers who are newly diagnosed and assist with maneuvering the continuum
b. Staff will meet with assigned peer to peer navigator	<ul style="list-style-type: none"> • Create topics • Topics chosen has to relate/tie into at least one Performance Measure per group session • Facilitate skills (Do's and Don'ts) •
2. Peer Participants	
a. Must meet Ryan White Eligibility Requirements	<ul style="list-style-type: none"> • Income /residency verification needed Must be positive for HIV/AIDS/HCV
b. Ensure that the referral (manual/CAREWare) is a completed referral and meets all the eligibility requirements	<ul style="list-style-type: none"> • Documentation reflects completed referral • Evidence of attendance at Psychosocial Group as scheduled • Peer to Peer participants in the next scheduled group session once documentation is provided ???

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<p>c. Documentation – all Peer to Peer Participants must document willingness to participate, follow guidelines and attendance at group meetings.</p>	<ul style="list-style-type: none">• Sign both CAREWare and Care Consent Forms• Sign in via the Peer to Peer attendance sheet at each meeting• Sign Release of Information
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