



LOS ANGELES COUNTY
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Service Standards Overview and Development



July 22, 2026

Learning Objectives

- Define service standards and explain their purpose
- Describe the service standard development process
- Explain ways consumers/clients and other stakeholders can participate in developing service standards



Keywords and Acronyms

BOS: Board of Supervisors

COH: Commission on HIV

SBP: Standards & Best Practices

DHSP: Division on HIV & STD
Programs

RFP: Request for Proposal

HRSA: Health Resources & Services
Administration

HAB: HIV/AIDS Bureau

RWHAP: Ryan White HIV/AIDS
Program

PSRA: Priority Setting & Resource
Allocation

PCN: Policy Clarification Notice



Service Standards for RWHAP Part A Services



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What are Service Standards?

- **Service Standards:** Outline the elements and expectations a RWHAP service provider follows when implementing a specific service category
- Purpose is to ensure all RWHAP service providers offer the same fundamental components of a given service category across a service area
- Establish the minimal level of service or care that a RWHAP funded agency or provider may offer within a state, territory or jurisdiction



Ryan White HIV/AIDS Program

- RWHAP provides a comprehensive system of care for people with HIV (PWH) through service categories
 - **Core medical services** are essential for the diagnosis, treatment, and management of HIV
 - **Support services** help clients achieve medical outcomes by addressing social, financial, and logistical barriers to care
- **Policy Clarification Notice (PCN) 16-02** outlines program guidance for service categories and specifies who is eligible to receive RWHAP Part A services.
- **Prevention standards** are not required by CDC or HRSA but are developed by the COH to support inclusive, status-neutral prevention and care planning.



Service Categories - Core Medical Services

- AIDS Drug Assistance Program (ADAP)
- Local AIDS Pharmaceutical Assistance Program (LPAP)
- Early Intervention Services (EIS)
- Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals
- Home and Community-Based Health Services
- Home Health Care
- Hospice Services
- Medical Case Management including Treatment Adherence Services
- Medical Nutrition Therapy
- Oral Health Care
- Outpatient/Ambulatory Health Services
- Substance Abuse Outpatient Care



Service Categories - Support Services

- Childcare Services
- Emergency Financial Assistance
- Food Bank/Home Delivered Meals
- Health Education/Risk Reduction
- Housing
- Linguistic Services
- Medical Transportation
- Non-Medical Case Management Services
- Other Professional Services
 - Legal Services
 - Permanency Planning
- Outreach Services
- Psychosocial Support
- Referral for Healthcare and Support Services
- Rehabilitation
- Respite Care
- Substance Abuse (Residential)



HRSA HAB Guidance on Service Standards

- Service standards must be consistent with applicable clinical and/or professional guidelines, state and local regulations, and licensure requirements
- Core Medical service standards must be consistent with [U.S. Department of Health and Human Services \(HHS\) care and treatment guidelines](#) as well as other clinical and professional standards.
- For non-clinical services (support services), service standards may be developed using evidence-based best practices, [the Part A and B National Monitoring Standards](#), and guidelines developed by the state and local government.



Components of Service Standards

- **Universal Service Standards** - General agency policies & procedures
 - Intake and eligibility
 - Staff requirements and qualifications
 - Cultural and linguistic competence requirements
 - Referral and case closure procedures
 - Client Bill of Rights and Responsibilities
- **Category-Specific Service Standards** - Core Medical and Support service categories; Includes link to Universal Service Standards
- **Service standards are designed to be flexible rather than prescriptive** -- enables service providers to tailor services to individual client needs and minimize the need for frequent updates.



Components of Service Standards

➤ General Structure

- Introduction
- Service Category Overview
- Service Components
- Table of Standards & Documentation Requirements

Service Standards can be found on the COH website
Visit: <https://hiv.lacounty.gov/our-work>



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Knowledge Check

Service standards outline the elements and expectations _____ must follow when implementing service categories.

- A. All HIV service providers in LA County
- B. All RWAHP service providers in CA
- C. All DHSP service providers in LA County
- D. All RWAHP service providers in LA County



Knowledge Check

Service standards outline the elements and expectations _____ must follow when implementing service categories.

- A. All HIV service providers in LA County
- B. All RWAHP service providers in CA
- C. All DHSP service providers in LA County
- D. All RWAHP service providers in LA County**



Knowledge Check

True or False

HRSA and the CDC does not require the Commission on HIV to develop service standards for prevention services.



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Knowledge Check

True or False

CDC and HRSA do not require the Commission on HIV to develop service standards for prevention services.

TRUE - Prevention service standards are not required by CDC or HRSA, but are developed by the COH to support inclusive, status-neutral prevention and care planning



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Knowledge Check

True or False

HRSA requires that the Commission on HIV develop service standards for all service categories.



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Knowledge Check

True or False

HRSA requires that the Commission on HIV develops service standards for all service categories.

FALSE - HRSA requires the Commission on HIV develop service standards for funded service categories.



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Service Standards Development



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Service Standard Development

- **SBP Committee Review**
- Public Comment Period
- Executive Committee Review and COH Review
- Distribute and Use Service Standards
- Repeat Review Cycle

- Joint responsibility shared by DHSP & the Commission -> The SBP Committee leads the process

SBP Committee Review

- Develop review schedule based on service rankings, DHSP RFP schedule, or in response to stakeholder concern or changes to HIV care continuum
- Seek input from consumers/clients, service providers, and experts
- Revise service standards as needed, based on feedback from stakeholders
- Announce a public comment period for revised service standards



Service Standard Development

- > SBP Committee Review
- > **Public Comment Period**
- > Executive Committee Review and COH Review
- > Distribute and Use Service Standards
- > Repeat Review Cycle

- > Consumers/Clients are urged to submit comments in writing or in person at the following SBP Committee meeting

Public Comment Period

- > Revised standards are posted to the COH website for a public comment period lasting 30-45 days
- > Opportunity for members of the public to comment on the revised standards
- > SBP Committee will review comments and hold vote to approve the revised standards. Once approved, the document is sent to the EC/COH



Service Standard Development

- > SBP Committee Review
- > Public Comment Period
- > **Executive Committee Review and COH Review**
- > Distribute and Use Service Standards
- > Repeat Review Cycle

- > Consumers/clients and other stakeholders can share their feedback at any stage of the review process

EC Review and COH Review

- > Executive Committee will review the revised standards and hold a vote to approve the document. Once approved, the document is sent to full COH for consideration
- > COH will review the revised standards and hold a vote to approve the document. Once approved, the document is disseminated



Service Standard Development

- SBP Committee Review
- Public Comment Period
- Executive Committee Review and COH Review
- **Disseminate Service Standards**
- Repeat Review Cycle

- Service standards should be flexible, not too strict or detailed. This flexibility helps providers adjust services to fit each client's needs and reduces how often the standards need to be updated.

Disseminate Service Standards

- Service standards are posted on the COH website under the "[Our Work](#)" tab
- DHSP uses service standards when developing RFPs
- DHSP uses service standards for monitoring & Clinical Quality Management activities



Service Standard Development

- SBP Committee Review
- Public Comment Period
- Executive Committee Review and COH Review
- Disseminate Service Standards
- **Repeat Review Cycle**

- Reviews can occur in response to changes in the HIV care continuum

Repeat Review Cycle

- Category-Specific standards:
Reviewed every 3 years or as needed
- Universal Service Standards & Client Bill of Rights & Responsibilities:
Reviewed every 2 years or as needed
- DHSP provides service utilization data and shares information on Clinical Quality Management activities



Knowledge Check

Which of the following is not part of the service standard development process?

- A. Hold a public comment period
- B. Distribute the revised standards
- C. Seek input from service providers, consumers, and experts
- D. Determine contract language for services
- E. Encourage consumers to submit comments



Knowledge Check

Which of the following is not part of the service standard development process?

- A. Hold a public comment period
- B. Distribute the revised standards
- C. Seek input from service providers, consumers, and experts
- D. Determine contract language for services**
- E. Encourage consumers to submit comments



Knowledge Check

What is the difference between Core Medical Services and Support Services? Provide an example of service categories for each.

BONUS: Why are service standards designed to be flexible?



Knowledge Check

Core Medical Services are essential for the diagnosis, treatment, and management of HIV.

Support Services help clients achieve medical outcomes by addressing social, financial, and logistical barriers to care

BONUS: Flexible service standards enables service providers to tailor services to individual client needs and minimize the need for frequent updates



Why participate in the review process?

If you are RWHAP client, you will:

- Help to make decisions that directly impact the services you receive
- Gain a broader understanding of available services
- Work with others toward improving the system of care
- Be able to help others navigate the complexities of local HIV care

If you are RWHAP provider, you will gain a better understanding of:

- And have direct input on service delivery
- Limitations of funding and services
- How to provide recommendations for improvements



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DHSP Customer Support Program

- Helps clients who have trouble accessing services from DHSP-funded service providers in LA County or have concerns about service quality.



We're 
Listening
share your concerns with us.

**HIV + STD Services
Customer Support Line**

(800) 260-8787

By Email:

dhspsupport@ph.lacounty.gov

On the web:

[http://publichealth.lacounty.gov/
dhsp/QuestionServices.htm](http://publichealth.lacounty.gov/dhsp/QuestionServices.htm)



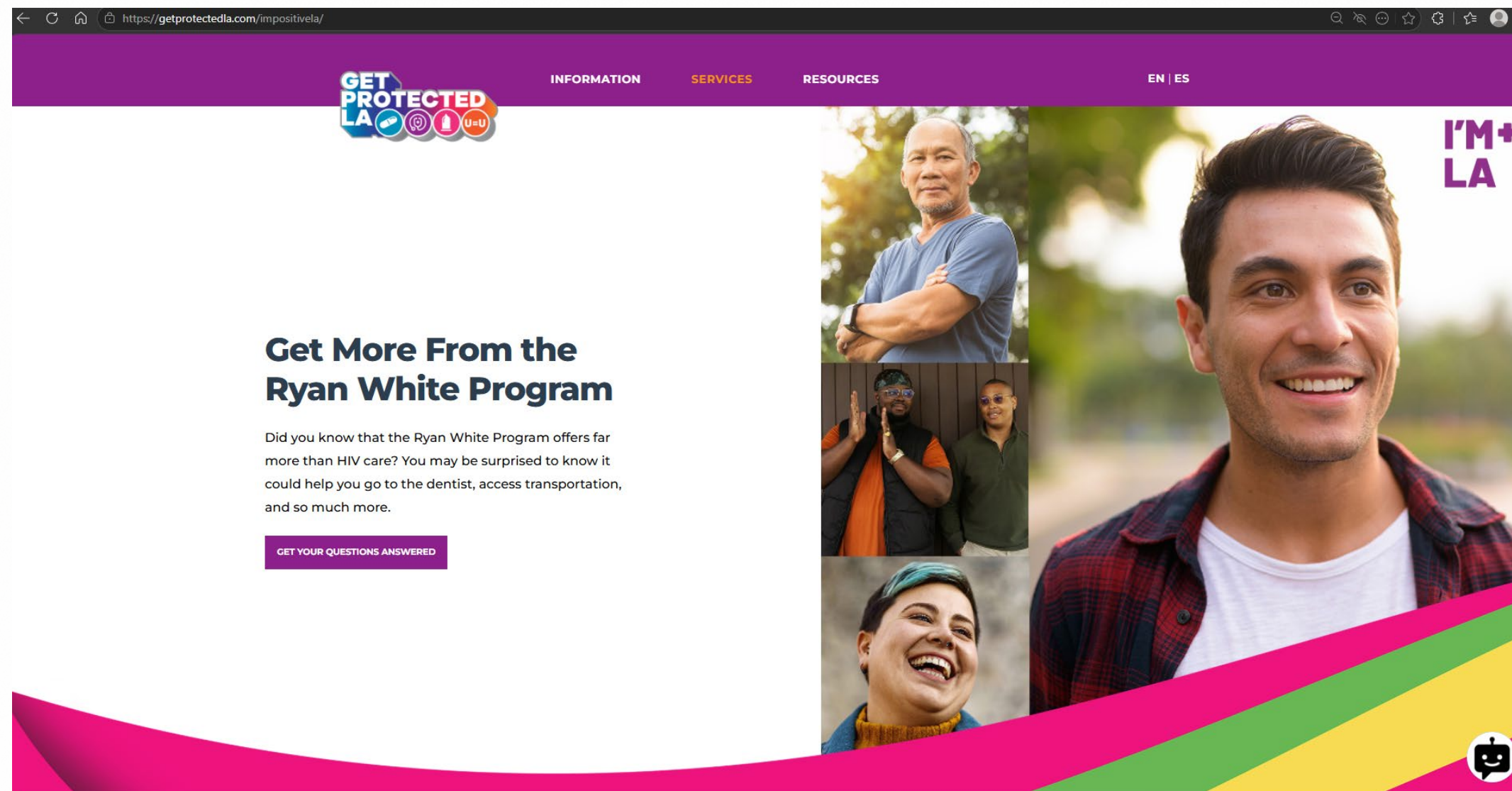
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Get Protected LA and IM+ Resources

- Online resources with information about free or low-cost HIV care and support services available through the RWHAP for eligible people living with HIV in Los Angeles County.

Visit: <https://getprotectedla.com/impositivela>



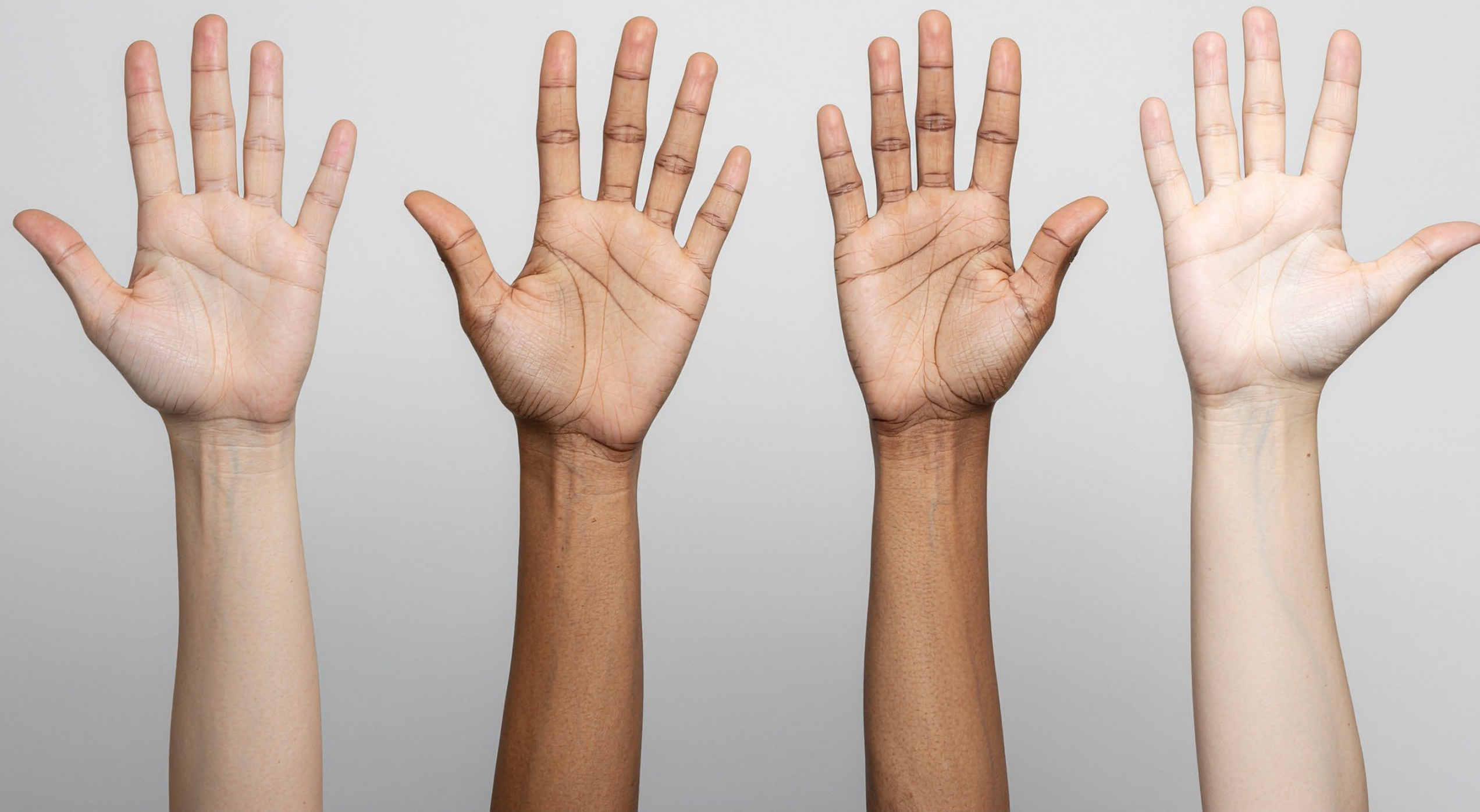
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In Summary

- Service standards outline the elements and expectations RWHAP service providers must follow when implementing service categories
- Service standards establish the minimal level of service or care that a RWHAP-funded agency or provider may offer in Los Angeles County
- Developing service standards is a joint responsibility shared by DHSP and the COH - the SBP Committee leads the process
- Consumers/Clients of RWHAP services are urged to participate in the service standard development process
- Overall goal is to strengthen the quality, consistency, and effectiveness of the RWHAP HIV service delivery system

Questions?



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