

2025 TRAINING SERIES

SERVICE STANDARDS

MAY 21, 2025

Meaningful Involvement of People Living with Affected by HIV

- A principle that aims to realize the rights and responsibilities of people living with HIV, including their right to self-determination and participation in decision-making processes that affect their lives
- Serve on the Commission and /or be active participants at meetings and decision-making process
- Provide ongoing feedback on service experiences (positive and negative)- with aim of improving services
- Work towards equity and social justice

Learning Objective

Learn about the joint responsibility shared by planning councils and the recipient to develop service standards for service categories ranked during the priority setting and resource allocations (PSRA) process.

RWHAP Part A Planning Council Primer

Roles/Duties of the CEO, Recipient, and Planning Council

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ROLE/DUTY	RESPONSIBILITY		
	CEO	Recipient	Planning Council
Establishment of Planning Council/ Planning Body	✓		
Appointment of Planning Council/ Planning Body Members	✓		
Needs Assessment		✓	✓
Integrated/Comprehensive Planning		✓	✓
Priority Setting			✓
Resource Allocations			✓
Directives			✓
Procurement of Services		✓	
Contract Monitoring		✓	
Coordination of Services		✓	✓
Evaluation of Services: Performance, Outcomes, and Cost-Effectiveness		✓	<i>Optional</i>
Development of Service Standards		✓	✓
Clinical Quality Management		✓	<i>Contributes but not responsible</i>
Assessment of the Efficiency of the Administrative Mechanism			✓
Planning Council Operations and Support		✓	✓

Ryan White HIV Program

Major focus on core medical services (medical model)

- 75% of funds must be spent on core medical services (waiver available)
- Support services must contribute to positive clinical outcomes
- Refinements to service categories and definitions in 2016 (HRSA Program Clarification Notice (PCN)) #16-02)
- For care services for eligible people living with HIV
- Payor of last resort

Ryan White Core Medical Services

1. AIDS Drug Assistance Program (ADAP) Treatments
2. Local AIDS Pharmaceutical Assistance Program (LPAP)
3. Early Intervention Services (EIS)
4. Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals
5. Home and Community-Based Health Services /home-based case management
6. Home Health Care
7. Hospice Services
8. Medical Case Management, including Treatment Adherence Services
9. Medical Nutrition Therapy
10. Mental Health Services
11. Oral Health Care
12. Outpatient/Ambulatory Health Services
13. Substance Abuse Outpatient Care

75%

Support Services

25%

1. Child Care Services
2. Emergency Financial Assistance
3. Food Bank/Home Delivered Meals
4. Health Education/Risk Reduction
5. Housing
6. Linguistic Services
7. Medical Transportation
8. Non-Medical Case Management Services
9. Other Professional Services [e.g., Legal Services and Permanency Planning]
10. Outreach Services
11. Psychosocial Support Services
12. Referral for Health Care and Support Services
13. Rehabilitation Services
14. Respite Care
15. Substance Abuse Services (residential)

Ryan White Program Services

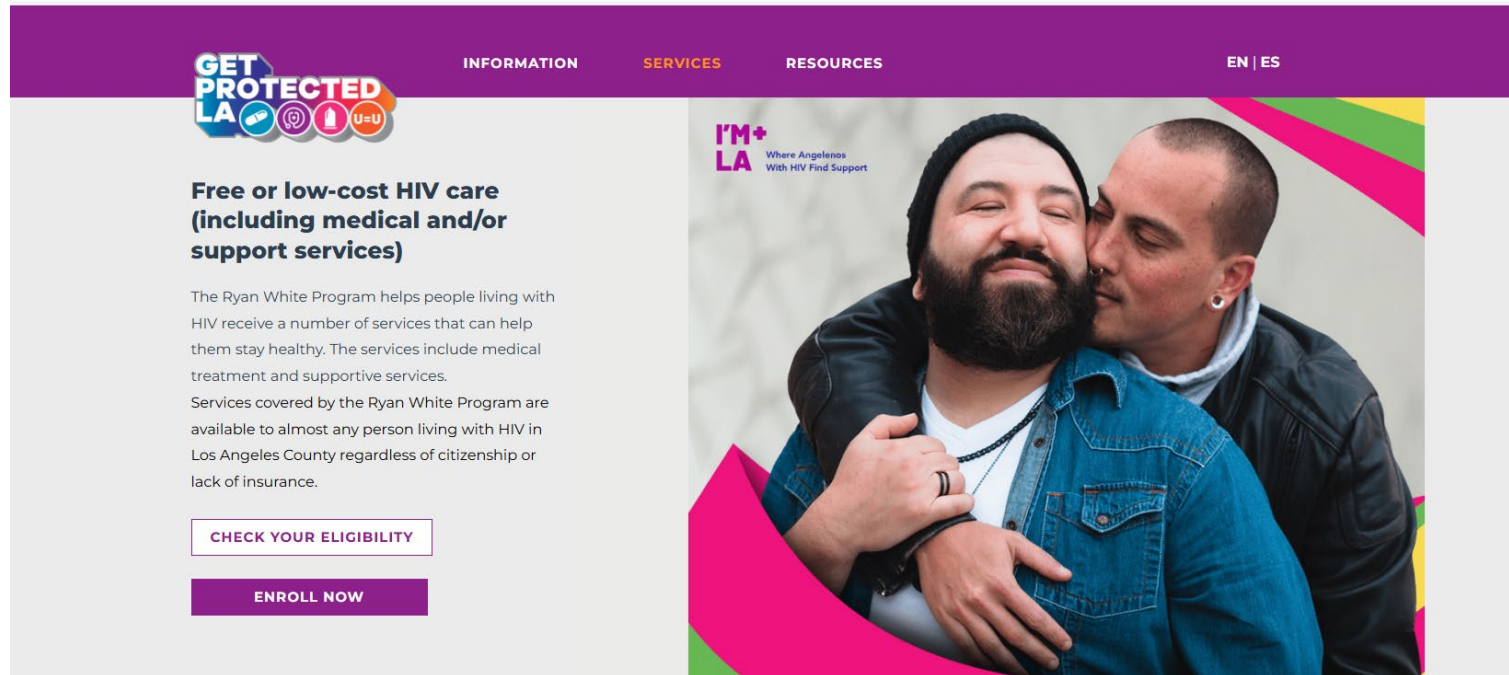
- **Ryan White core and support services must be tied to medical outcomes**
- **Medical outcomes** = outcomes affecting the *HIV-related clinical status* of an individual with HIV/AIDS
- Commissioners need to know allowable service categories and service definitions
- DHSP and Commission need to be able to link funded support services to positive medical outcomes

Where can I find the Service Standards?

- Commission's service standards available on the website under ["Our Work"](#)
- Prevention standards— not required by CDC or HRSA but done by the COH for inclusive prevention and care service delivery and status-neutral planning
- Focus today is on HRSA Ryan White HIV care service standards – a legislatively-required role for the Commission.

Where can I find information about Ryan White-funded services in Los Angeles County?

■ [Get Protected LA | The Ryan White Program](#)



The screenshot displays the 'Get Protected LA' website. The header is purple with the logo on the left and navigation links 'INFORMATION', 'SERVICES', 'RESOURCES', and 'EN | ES' on the right. The main content area has a light gray background. On the left, there is a section titled 'Free or low-cost HIV care (including medical and/or support services)' with a paragraph describing the Ryan White Program's services and a 'CHECK YOUR ELIGIBILITY' button. Below this is a purple 'ENROLL NOW' button. On the right, there is a large image of two men embracing, with the 'I'M+ LA' logo and tagline 'Where Angelesos With HIV Find Support' overlaid on the top left of the image.

GET PROTECTED LA

INFORMATION SERVICES RESOURCES EN | ES

Free or low-cost HIV care (including medical and/or support services)

The Ryan White Program helps people living with HIV receive a number of services that can help them stay healthy. The services include medical treatment and supportive services.

Services covered by the Ryan White Program are available to almost any person living with HIV in Los Angeles County regardless of citizenship or lack of insurance.

[CHECK YOUR ELIGIBILITY](#)

[ENROLL NOW](#)

I'M+ LA
Where Angelesos With HIV Find Support

What are service standards?



- Outline the elements and expectations a RW service provider follows when implementing a specific service category
- Ensure that all RW service providers offer the same basic service components
- Establish the minimal level of service of care for consumers throughout the jurisdiction

What are service standards? Cont.

Universal Service Standards

- General Agency Policies and Procedures
- Client Rights & Responsibilities
- Staff Requirements and Qualifications
- Cultural and Linguistic Competence
- Intake and Eligibility
- Referrals and Case Closures

Category-Specific Service Standards

- Includes link to Universal Service Standards
- Core Medical Services
- Support Services



HRSA HAB Guidance on Service Standards

■ Service standards:

- Must be consistent with Health and Human Services (HHS) guidelines on HIV care and treatment and the HRSA/HAB standards and performance measures, including the National Monitoring Standards
- Should **not** include HRSA/HAB performance measures or health outcomes
- Should be developed at the local level
- Are required for every funded service category
- Should include input from providers, consumers, and experts
- Be publicly accessible and consumer-friendly



How are service standards used?

- Service standard development is a joint responsibility shared by DHSP and COH
- Service standards are used in:
 - DHSP Request for Proposals (RFPs)
 - Service provider contracts
 - Monitoring/quality assurance
- Service providers are encouraged to participate in COH deliberations and planning activities



How are service standards used? Cont.

- DHSP provides summary information to the COH on the extent to which the service standards are being met (based on monitoring)
- DHSP assists with identifying possible need for revisions to service standards including:
 - Service providers are following standards, but medical outcomes are not good
 - Service providers are finding it very difficult to meet some standards
 - Service standards are discouraging flexibility needed for service innovations or appropriate care for diverse populations

Developing Service Standards

- No required format or specific process defined by HRSA/HAB
- The Standards and Best Practices (SBP) Committee:
 - Leads the service standards development process for the Commission on HIV
 - Agrees on an outline to be used for all service standards
 - Determines the schedule for review/update (at least every 3 years)



Developing Service Standards Cont.

- The Standards and Best Practices (SBP) Committee prioritizes reviews/updates to service standards based on:
 - Service category's allocation level
 - Local priorities
 - DHSP's RFP schedule
 - A consumer, provider, or service concern
 - To respond to environmental or continuum of care changes (COVID-19, status neutral approach)



Service Standards Review Cycle

SBP Review

- SBP develops review schedule based on service rankings, DHSP RFP schedule, or in response to environmental or continuum of care changes
- SBP conducts review/revision of service standards which includes input from consumers, experts, and service providers
- SBP posts the revised/updated service standards for a public comment period

COH Review

- Commission on HIV reviews the revised/updated service standards and holds vote to approve. Once approved, the service standards are sent to DHSP.

Dissemination

- Service standards are posted on the COH website for public viewing and to encourage use by Non-Ryan White providers
- DHSP uses service standards in RFP's, contracts, and for monitoring/quality assurance. DHSP provides feedback to COH on provider implementation
- Revisions to service standards occur at least every 3 years or as needed

Value of Flexible Service Standards

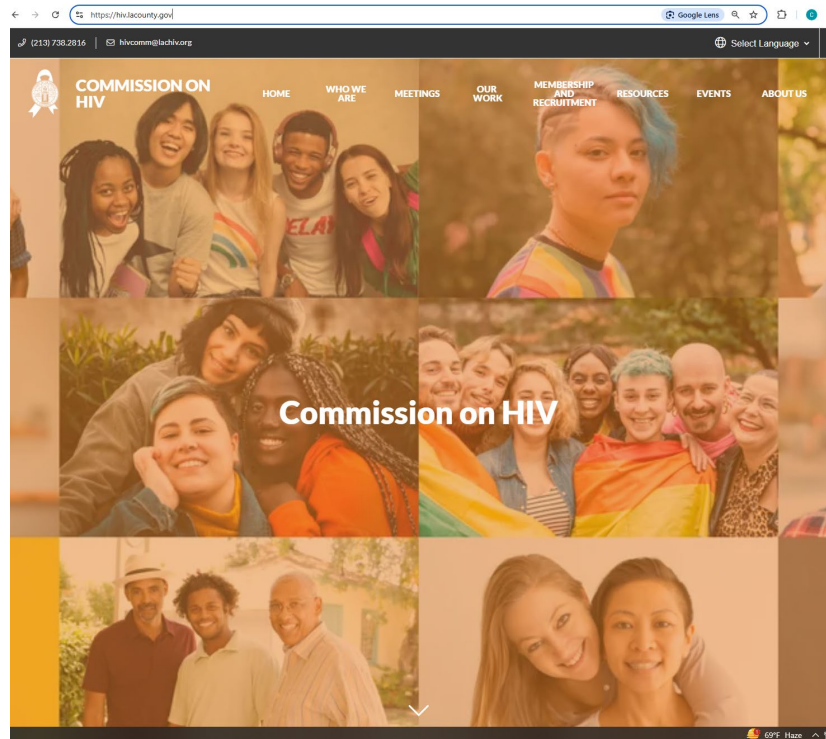
- Service standards are not meant to be prescriptive or too specific because it may limit how service providers implement services
- **Flexible service standards:**
 - Allow service providers to adjust service delivery to meet the needs of individual clients
 - Reduce the need for frequent revisions to service standards



Q & A

Continue Your Learning and Visit:

■ <https://hiv.lacounty.gov/>



**You must complete
the quiz to receive
your certificate of
completion**

**[https://www.surveymonkey.com
/r/2025_ServiceStnds052125](https://www.surveymonkey.com/r/2025_ServiceStnds052125)**



Contact Information



510 S. Vermont Ave, 14th Floor,
Los Angeles, CA 90020



hivcomm@lachiv.org



213.738.2816



HIVCommissionLA



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COMMISSION ON HIV

