

Setting the Standard: A Comprehensive Overview of Service Standards

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NEW HAVEN / FAIRFIELD
COUNTIES
RYAN WHITE PLANNING COUNCIL



TOPICS WE'LL DISCUSS

- Service Standards Overview
- Service Standards
- Developing, Reviewing, and Updating Service Standards
- Resources
- Funded Services for New Haven/Fairfield Counties EMA
- Questions and Answers



Service Standards Defined

- Written guidelines that outline for subrecipients the elements and expectations for implementing a service category in the EMA or TGA
- Service standards are designed to:
 - Ensure that all subrecipients provide the same basic service components
 - Establish a minimal level of service or care
- A jurisdiction's service standards include:
 - Universal service standards that apply to all service categories
 - Separate standards for each funded service category



Service Standards: A Tool for Many Users

- **Consumers:** Must be easy to understand and readily available
- **Recipient:** Used in Requests for Proposals (RFPs), subrecipient contracts, and monitoring to ensure quality care and consistency
- **Planning Councils:** Used as an opportunity to learn more about services provided and as a troubleshooting tool to identify possible changes or improvements



Service Standards: A Tool for Many Users (cont.)

- **Subrecipients/Service Providers:** Define the core components of a service category to be included in the model of service delivery
- **Quality Managers:** Serve as a framework for how services should be delivered and outcomes are measured



HRSA-Recommended Topics to Address in Service Standards

- Service Category Definition
 - Intake and Eligibility
 - Key Service Components and Activities
 - Personnel Qualifications (including licensure)
 - Assessment and Service Plan*
 - Transition and Discharge
 - Case Closure Protocol
 - Client Rights and Responsibilities
 - Grievance Process
 - Cultural and Linguistic Competency
 - Privacy and Confidentiality (including securing records)
 - Recertification Requirements*
- * if applicable



Developing Service Standards

- Assign responsibility, usually to a Planning Council committee – Quality Improvement Committee.
- Determine priorities for development of service standards
 - Include all service categories that are currently funded or have been allocated funds for the next program year
 - Agree on the order of development based on clear criteria, such as a service category's allocation level or local priority
- Set a timeline that fits into your annual calendar
- Review and agree on an outline to be used for all service category-specific service standards



Reviewing and Updating Service Standards

- Review and update standards as needed to incorporate:
 - The need for changes to improve outcomes
 - Legislative or HRSA/HAB administrative changes in service category definitions and descriptions
 - Changes in guidelines for HIV care and treatment
 - New or revised state or local requirements
- Review all standards yearly, on a predetermined cycle

Funded Services for New Haven & Fairfield County Eligible Metropolitan Area



CORE SERVICES

- **Outpatient/Ambulatory Health Services** - seeing your doctor.
- **Medical Case Management** - seeing your case manager.
- **Oral Health Services** - seeing your dentist.
- **Mental Health Services** - seeing your psychiatrist, psychologist, or licensed clinical social worker.
- **Substance Abuse Services, Outpatient** - seeing someone for the treatment of drug or alcohol use disorders.
- **Health Insurance Premium/Cost Sharing Assistance** – receiving help to pay for health insurance.

Funded Services for New Haven & Fairfield County Eligible Metropolitan Area



SUPPORT SERVICES

- **Substance Abuse Services-Inpatient** – helps you to pay for the treatment of drug or alcohol use disorders in a residential setting.
- **Housing Services** – helps to pay for transitional, short-term, or emergency housing assistance.
- **Food Bank/Home Delivered Meals** – helps to pay for food or vouchers to purchase food.
- **Emergency Financial Assistance** – helps you to pay for utilities.
- **Medical Transportation** – helps to pay for transportation to get to your HIV related appointments.

QUESTIONS ?

