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Alabama Ryan White Part B Service Standards

Health Education/Risk Reduction

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Purpose

This Service Standard was prepared by the Alabama Department of Public Health (ADPH) Office of HIV Prevention and Care (OHPC) and the United Way of Central Alabama (UWCA) in consultation with Organizational Ideas (a technical assistance provider), with stakeholder input to guide the delivery of high-quality services for people with HIV (PWH). This document contains the minimum requirements Ryan White Part B (RWPB) providers are expected to meet when delivering HIV care and support services funded by RWPB. Providers may exceed these standards. These standards will also provide a basis to evaluate the RWPB services. Please note that all RWPB Service Standards expectations also apply to Health Resources and Services Administration (HRSA) Ending the HIV Epidemic in the U.S. (EHE)-funded services unless exceptions are noted.

Definitions and Descriptions

The description under the “Standard” column outlines the required activities that must be provided to the client receiving the RWPB service. The “Documentation” column provides the documents that must be maintained by the provider delivering the service. The Service Standards contain the following major elements:

- **Agency & Personnel Requirements:** The minimum required education,

certification, experience, and facility requirements that are needed to provide the RWPB service.

- **Eligibility & Intake:** Eligibility refers to the current statewide criteria for receiving services through RWPB as outlined in the RWPB Universal Standard. The agency must determine or confirm RWPB eligibility for the client prior to provision of services. Eligibility may occur during intake or through a stand-alone process. Intake is the process of collecting information to determine the client's immediate service needs.
- **Assessment:** The Assessment is an evaluation of need conducted by qualified personnel to determine if there is a need for the RWPB service. The evaluation must render the determination for referral or provision of service. It must include the elements listed in the standard. The documentation of the evaluation of need is determined by the agency.
- **Provision of Services:** The provision of services are the activities or services that are provided to the client. Where appropriate, a Service Plan should address the client's assessed needs with a timeline to resolve the need(s).
- **Transition/Discharge:** Transition/Discharge refers to the release or cessation of the RWPB service. Transition or Discharge may occur in conjunction with the transition or discharge from the agency's program, when the client no longer needs or meets the criteria for the service, when the client is transitioned to another care provider, or when a client is deceased.
- **Case Closure:** When a client is discharged or transitioned to another care provider, the services will cease and the case is closed.

I. HRSA Service Category Definition

Health Education/Risk Reduction is the 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 clients to improve their health status.

II. Program Guidance

Subrecipients must provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area to inform all individuals of the availability of language assistance services.

III. Key Services Components and Activities

Allowable activities include:

- Education on risk reduction strategies to reduce transmission such as preexposure prophylaxis (PrEP) for clients' partners and treatment as prevention
- Education on health care coverage options (e.g., qualified health plans through the Marketplace, Medicaid coverage, Medicare coverage)
- Health literacy
- Treatment adherence education

Not allowable:

- Health Education/Risk Reduction services cannot be delivered anonymously.

For all common components required for all RWPB services, please see the RWPB Universal Service Standard. Key service components and activities specific to this service are outlined below:

ADPH Service Standards: Health Education/Risk Reduction

Standard	Documentation
1. Agency & Personnel Requirements	
1.1) Staff providing Health Education/Risk Reduction (HE/RR) services may have a wide range of education and lived experiences relevant to the services being provided. At minimum, staff should receive the following training and information: <ul style="list-style-type: none">• HIV 101• Cultural Competency• HIV Counseling/Testing• General information of community resources	1.1) Completed trainings in personnel files.

2. Eligibility & Intake	
2.1) Subrecipient must conduct or confirm eligibility consistent with statewide eligibility requirements. All clients must have an active eligibility at the time of service.	2.1) Active eligibility for RWPB in client's record during the service delivery period.
2.2) Complete intake within 5 business days of referral.	2.2) Intake completed within 5 business days of referral.
3. Assessment	
3.1) An initial assessment for HE/RR services is completed prior to providing services.	3.1) Assessment in client's record signed and dated agency staff.
4. Provision of Services	
4.1) Agency staff will provide information about available medical and psychosocial support services to clients.	4.1) Client's record reflects that agency staff provided information about available medical and psychosocial support services.
4.2) Agency staff will provide information on health care coverage options to clients.	4.2) Documentation that agency staff provided information on health insurance options to client.
4.3) Agency staff will provide information on improving the health status of client and reducing the risk of HIV transmission to others.	4.3) Documentation that agency staff provided client with information on improving the health status and reducing risk of HIV transmission to others.
4.4) Agency staff will provide treatment adherence education to clients.	4.4) Documentation of treatment adherence counseling provided in client's record.
5. Transition/Discharge	
5.1) See Universal Standard	
6. Case Closure	
6.1) See Universal Standard	

Resources

1. Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) Policy Clarification Notice (PCN) #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>
2. Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2023-rwhap-nms-part-b.pdf>