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Alabama Ryan White Part B Service Standards

Outreach Services

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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

The Outreach Services category has as its principal purpose identifying PWH who either do not know their HIV status, or who know their status but are not currently in care. As such, Outreach Services provide the following activities:

- 1) identification of people who do not know their HIV status and/or
- 2) linkage or re-engagement of PWH who know their status into HRSA RWHAP services, including provision of information about health care coverage options.

II. Program Guidance

Because Outreach Services are often provided to people who do not know their HIV status, some activities within this service category will likely reach people who are HIV negative. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services.

III. Key Services Components and Activities

Allowable activities include:

Outreach Services **must**:

- 1) use data to prioritize populations and places that have a high probability of reaching PWH who
 - a. have never been tested and are undiagnosed,
 - b. have been tested, diagnosed as HIV positive, but have not received their test results, or
 - c. have been tested, know their HIV positive status, but are not in medical care;
- 2) be conducted at times and in places where there is a high probability that PWH will be identified; and
- 3) be delivered in coordination with local and state HIV prevention outreach programs to avoid duplication of effort.

Outreach Services **may**:

- Be provided through community and public awareness activities (e.g., posters, flyers, billboards, social media, TV or radio announcements) that meet the requirements above and include explicit and clear links to and information about available HRSA RWHAP services.
- Reach HIV-negative people, who should be referred to risk reduction activities and other community resources. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services.
- Be used for HIV testing when HRSA RWHAP resources are available and where the testing would not supplant other existing funding.
- Be used for quantified program reporting of activities and results to accommodate local evaluation of effectiveness.

Not allowable:

Outreach Services **cannot**:

- Be used to support broad-scope awareness activities that target the general public rather than specific populations and/or communities with high rates of HIV infection.

- Be provided to an individual or in small group settings anonymously, as some information is needed to facilitate any necessary follow-up and care.
- Include outreach activities that exclusively promote HIV prevention education.

For 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:

Standard	Documentation
1. Agency & Personnel Requirements	
1.1) Staff providing Outreach 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.
1.2) Agency providing Outreach Services has resources for referring and/or providing services to HIV-positive and HIV-negative clients.	1.2) Documentation of resources at agency for referring or providing services to HIV-positive and HIV-negative clients.
2. Eligibility & Intake	
2.1) Agency staff must conduct or confirm eligibility determination consistent with statewide eligibility requirements. All clients must have an active eligibility at the time of service. Outreach Services may reach individuals who are not HIV-positive. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWPB services.	2.1) Active eligibility for RWPB in client's record during the service delivery period.
2.2) For clients receiving individual Outreach Services, Agency Staff will complete Intake within 5 business days of referral.	2.2) Completed Intake within 5 business days of referral in client's record.

3. Assessment	
For Individuals served by Outreach Services:	
3.1) Agency Staff will conduct a brief assessment of barriers to engaging or re-engaging in care within 20 business days of Intake.	3.1) Brief assessment of barriers conducted within 20 business days of Intake in client's record.
4. Provision of Services	
For Individuals served by Outreach Services:	
4.1) For Outreach Services provided to individuals, Agency Staff will develop an individualized strategy, within 10 business days of Assessment, to engage or re-engage clients in care.	4.1) Individual engagement/re-engagement strategy in client's record.
a) Undiagnosed Individuals: For individuals who have never been tested and are undiagnosed, Agency Staff will refer or provide HIV testing/counseling services at the time of encounter and provide referrals to RWPB and other community services.	a) Client record shows: <ul style="list-style-type: none"> • Status of referral or provision of HIV testing/counseling services. • Status of referrals to RWPB or other community services.
b) Individuals Unaware of HIV Status: For individuals who have tested, diagnosed as HIV positive, but have not received their test results, Agency Staff will refer or provide repeat HIV testing/counseling services if appropriate and provide referrals to RWPB and other community services.	b) Client record shows: <ul style="list-style-type: none"> • Status of referral or provision of repeat HIV testing/counseling services if appropriate. • Status of referrals to RWPB or other community services.
c) Individuals Not in Care: For individuals who have been tested, know their HIV positive status, but are not in medical care, Agency Staff will provide referrals to RWPB and other community services.	c) Client record shows: <ul style="list-style-type: none"> • Status of referrals to RWPB or other community services.
For Other Outreach Services Provided:	
4.2) Outreach Services provided through community and public awareness activities or events are planned to identify and serve priority populations or areas.	4.2) Documentation of the design, implementation, priority areas and populations, and intended outcomes of Outreach activities.

4.3) Outreach Services that include HIV testing will be planned in conjunction with local prevention efforts.	4.3) Documentation that HIV testing activities were planned in conjunction with local prevention efforts.
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>