

**DSHS STATE SERVICES  
0910 HOUSTON HSDA STANDARDS OF CARE  
EARLY INTERVENTION SERVICES**

**I. PURPOSE**

The purpose of the DSHS State Services Standards for Care is to determine the minimal acceptable levels of quality in service delivery and to provide a measurement of the effectiveness of services.

**II. PROCESS STANDARDS**

#	STANDARD	MEASURE
<b>1.0</b>	<b>Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV/AIDS.</b>	
1.1	<u>Client Eligibility</u> In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> <li>• HIV infected</li> <li>• Income no greater than 300% of the Federal poverty level</li> <li>• Proof of identification</li> <li>• Residence in applicable HSDA</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of HIV status, residence, identification and income in the client record.</li> <li>• Documentation in compliance with TRG Policies for Documentation of Client Eligibility and Documentation of HIV Status</li> </ul>
1.2	<u>Program Information</u> Broad-based dissemination of information regarding the availability of services must occur. This must include marketing to HIV-infected PLWH/A of color (e.g. African American, Hispanic/Latino, Asian, Native American, Pacific Islander) and women not currently accessing this service.	<ul style="list-style-type: none"> <li>• Agency has a written annual dissemination plan, that includes methods for marketing to HIV-infected PLWH/A of color and women not currently accessing the service.</li> <li>• Agency Plan incorporated into the Agency P&amp;P</li> <li>• Evidence of implementation of plan including, by not limited to, documentation of presentations, fliers, and advertisements.</li> </ul>
1.3	<u>Intake</u> Intake process is flexible and responsive, accommodating disabilities and health conditions.	<ul style="list-style-type: none"> <li>• Staff available to answer incoming calls during agency’s operating hours.</li> <li>• Agency has established procedures for communicating with people with hearing impairments.</li> <li>• When necessary, client is provided alternatives to office visits, such as conducting business by mail or providing home visits.</li> </ul>

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<b>1.0</b>	<b>Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV/AIDS.</b>	
1.4	<u>Consents</u> Agency will have all clients sign the following consents: <ul style="list-style-type: none"> <li>• Consent for Service</li> <li>• Acknowledgment of Grievance Procedure</li> <li>• Acknowledgement of Rights &amp; Responsibilities</li> <li>• Consent to Exchange/Release Information (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Approved forms present in client files.</li> </ul>
1.5	<u>Special Service Needs</u> Agency demonstrates a commitment to assisting individuals with special needs.	<ul style="list-style-type: none"> <li>• Agency compliance with the Americans with Disabilities Act (ADA).</li> <li>• Agency Policy and Procedure</li> <li>• Environmental Review</li> </ul>
1.6	<u>Cultural Competence</u> Program is competent at delivering services to culturally and linguistically diverse populations.	<ul style="list-style-type: none"> <li>• Agency has procedures for obtaining translation services.</li> <li>• Agency material are available in appropriate language(s)</li> <li>• Client satisfaction survey indicates compliance.</li> </ul>
<b>2.0</b>	<b>Services are part of the coordinated continuum of HIV/AIDS and social services</b>	
2.1	<u>Continuum of Care</u> Agency receives referrals from a broad range of service providers and makes appropriate referrals out when necessary.	<ul style="list-style-type: none"> <li>• Documentation of collaborative relationship with testing sites outside of agency</li> <li>• Documentation of referrals received.</li> <li>• Documentation of referrals out.</li> <li>• Staff reports indicate compliance.</li> </ul>
<b>3.0</b>	<b>Staff knowledge of HIV/AIDS is based on solid training.</b>	
3.1	<u>Initial Training</u> Initial training includes 12 hours of HIV/AIDS basics, confidentiality issues, role of new staff and agency-specific information within 90 days of contract start date or hire date.	<ul style="list-style-type: none"> <li>• Review of training curriculum indicates compliance.</li> <li>• Documentation of training in personnel file.</li> <li>• Specific training requirements are specified in the staff guidelines.</li> </ul>
3.2	<u>Ongoing Training</u> 8 hours annually of continuing education in HIV/AIDS related or other specific topics is required and must include information on current drug reimbursement practices.	<ul style="list-style-type: none"> <li>• Materials for staff training and continuing education are on file.</li> <li>• Staff interviews indicate compliance.</li> <li>• Interview of Human Resources personnel demonstrates knowledge of specific training requirements of licensed staff.</li> </ul>

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<b>3.0</b>	<b>Staff knowledge of HIV/AIDS is based on solid training.</b>	
3.3	<u>Staff Experience</u> A minimum of one year documented HIV/AIDS or related work experience is preferred.	<ul style="list-style-type: none"> <li>• Documentation of work experience in personnel file.</li> </ul>
<b>4.0</b>	<b>Service providers are knowledgeable, accepting and respectful of the needs of individuals with HIV/AIDS. Staff efforts are compassionate and sensitive to client needs.</b>	
4.1	<u>Staff Screening</u> Staff providing services to clients shall be screened for appropriateness by provider agency as follows: <ul style="list-style-type: none"> <li>• Personal interview</li> <li>• Personal references</li> <li>• Written application</li> <li>• Criminal background checks, if required by Agency Policy, must be conducted prior to employment and thereafter for all staff and/or volunteers per Agency Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of staff applications.</li> <li>• Documentation of communication with personnel references</li> <li>• Staff interviews indicate compliance.</li> <li>• Review of Policies and Procedures Manual indicates compliance.</li> <li>• Review of personnel files indicates compliance</li> </ul>
4.2	<u>Client Feedback</u> Feedback from clients (or from client caregivers, in cases where clients are too young to give feedback) is regularly obtained about quality of services. All clients are given opportunity to provide feedback.	<ul style="list-style-type: none"> <li>• Agency has a service-specific client feedback mechanism.</li> <li>• Documentation of client feedback/evaluation of service is maintained.</li> <li>• Documentation that client feedback/evaluation of service is incorporated into the Agency's Quality Management Process</li> </ul>
4.3	<u>Client Confidentiality</u> There is a written policy statement regarding client confidentiality signed by each employee and included in the personnel file.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance.</li> </ul>

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4.0	<b>Service providers are knowledgeable, accepting and respectful of the needs of individuals with HIV/AIDS. Staff efforts are compassionate and sensitive to client needs.</b>	
4.4	<p><u>Up to date Release of Information</u>  Agency obtains an informed written consent of the client or legally responsible person prior to the disclosure or exchange of certain information about client's case to another party (including family members) in accordance with the HIV Services Site Visit Guidelines, local, state and federal laws. The release/exchange consent form must contain:</p> <ul style="list-style-type: none"> <li>• Name of the person or entity permitted to make the disclosure</li> <li>• Name of the client</li> <li>• The purpose of the disclosure,</li> <li>• The types of information to be disclosed,</li> <li>• Entities to disclose to</li> <li>• Date on which the consent is signed</li> <li>• The expiration date of client authorization (no longer than two years).</li> <li>• Signature of the client/or parent, guardian or person authorized to sign in lieu of the client.</li> <li>• Description of the <i>Release of Information</i>, its components, and ways the client can nullify it.</li> </ul>	<ul style="list-style-type: none"> <li>• Current Release of Information form with all the required elements signed by client in client's record.</li> </ul>
4.5	<p><u>Grievance Procedure</u>  Agency has Policy and Procedure regarding client grievances that is reviewed with each client in a language and format the client can understand and a written copy of which is provided to each client.</p>	<ul style="list-style-type: none"> <li>• Signed receipt of agency Grievance Procedure, filed in client chart.</li> <li>• Review of agency Policy and Procedure</li> </ul>

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<b>4.0</b>	<b>Service providers are knowledgeable, accepting and respectful of the needs of individuals with HIV/AIDS. Staff efforts are compassionate and sensitive to client needs.</b>	
4.5	<u>Grievance Procedure (cont'd)</u> Grievance procedure includes but is not limited to: <ul style="list-style-type: none"> <li>• to whom complaints can be made</li> <li>• steps necessary to complain</li> <li>• form of grievance, if any</li> <li>• time lines and steps taken by the agency to resolve the grievance</li> <li>• documentation by the agency of the process</li> <li>• confidentiality of grievance</li> <li>• addresses and phone numbers of licensing authorities and funding sources</li> </ul>	
4.6	Clients Rights Agency will provide client with written copy of client rights and responsibilities, including: <ul style="list-style-type: none"> <li>• Informed consent</li> <li>• Confidentiality</li> <li>• Grievance procedures</li> <li>• Duty to warn or report certain behaviors</li> <li>• Scope of service</li> <li>• Criteria for end of services</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation in client's record</li> </ul>
<b>5.0</b>	<b>Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.</b>	
5.1	<u>Service Evaluation</u> Agency has a quality management process in place for the evaluation of client services.	<ul style="list-style-type: none"> <li>• Review of Policies and Procedures Manual includes policies for Quality Management process.</li> <li>• Review of Quality Management Manual indicates compliance with established policies.</li> <li>• Staff interviews indicate compliance.</li> </ul>

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<b>5.0</b>	<b>Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.</b>	
5.2	<u>Accountability</u> There is a system in place to document staff work time associated with the service category.	<ul style="list-style-type: none"> <li>• Documentation of staff time spent in support of the service category.</li> </ul>
5.3	<u>Staff Guidelines</u> Agency develops written policies for staff, which include, at a minimum, staff selection, resignation and termination process, job descriptions, client confidentiality, health and safety requirements, complaint and grievance procedures, emergency procedures, and statement of client rights.	<ul style="list-style-type: none"> <li>• Personnel file contains a signed statement acknowledging that staff policies were reviewed and that the employee understands agency expectations.</li> </ul>
5.4	<u>Staff Supervision</u> Staff coordinator/manager is a paid position that supervises staff services.	<ul style="list-style-type: none"> <li>• Review of personnel files indicates compliance.</li> <li>• Review of Policies and Procedures manual indicates compliance.</li> </ul>
5.5	<u>Communication</u> There are procedures in place regarding regular communication with staff about the program and general agency issues.	<ul style="list-style-type: none"> <li>• Review of Policies and Procedures manual indicates compliance.</li> <li>• Mechanism for regular communication with staff is in place.</li> <li>• Staff interviews indicate compliance.</li> </ul>
<b>6.0</b>	<b>Service-Specific Requirement</b>	
6.1	<u>Pre- and Post-Testing</u> Clients will receive a pre-test and pro-test to measure the increase in knowledge through the workshop process.	<ul style="list-style-type: none"> <li>• Completed pre- and post-test present in client files.</li> </ul>
6.2	<u>Educational Workshops</u> Client will receive a minimum of six (6) and hours of HIV education in a group setting.	<ul style="list-style-type: none"> <li>• Documentation of client participation in workshops.</li> </ul>
6.3	<u>Individual Session</u> Staff may provide clients with a minimum of six (6) hours and a maximum of eight (8) hours individual sessions based upon special need including but not limited to cognitive impairment, hearing impairment, and linguistic barriers.	<ul style="list-style-type: none"> <li>• Documentation of special need for client individual session.</li> </ul>
6.4	<u>Laboratory Services</u> Staff will offer each client opportunity to complete baseline bloodwork that includes, but is not limited to, CD4 and viral load testing.	<ul style="list-style-type: none"> <li>• Documentation of laboratory or client refusal in client file.</li> </ul>

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<b>6.0</b>	<b>Service-Specific Requirement</b>	
6.5	<u>Linkage Into Care</u> Staff will provide out-of-care clients with individualized information and referral to connect them into ambulatory outpatient medical care.	<ul style="list-style-type: none"> <li>Documentation of client referral plan is present in client file.</li> </ul>

**III. THRESHOLDS**

The measurement thresholds will be set at 100%.

**IV. IMPLEMENTATION & REPORTING**

Agencies will be required to adhere to the QA guidelines provided by The Resource Group, as applicable.