

**DSHS STATE SERVICES
0910 HOUSTON HSDA STANDARDS OF CARE
LINGUISTIC 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
1.0	Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV/AIDS.	
1.1	<u>Client Eligibility</u> In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> • HIV infected • Income no greater than 300% of the Federal poverty level • Proof of identification • Residence in applicable HSDA 	<ul style="list-style-type: none"> • Documentation of HIV status, residence, identification and income in the client record. • Documentation in compliance with TRG Policies for SG-04 Documentation of Client Eligibility and SG-03 Documentation of HIV Status
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"> • 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. • Agency Plan incorporated into the Agency P&P • Evidence of implementation of plan including, by not limited to, documentation of presentations, fliers, and advertisements.
1.3	<u>Intake</u> Client Intake information must be gathered prior to service delivery and process is flexible to accommodate disabilities.	<ul style="list-style-type: none"> • When necessary, client is provided alternatives to office visits, such as conducting business by mail or providing home visits. Staff available to answer incoming calls during agency’s operating hours. • Agency has established procedures for communicating with people with hearing impairments.

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1.0	Services are offered in such a way as to overcome barriers to access and utilization. Service is easily accessible to persons with HIV/AIDS.	
1.4	<u>Consents</u> Agency will have all clients sign the following consents: <ul style="list-style-type: none"> • Consent for Service • Consent to Exchange/Release Information (when applicable) 	<ul style="list-style-type: none"> • Approved forms present in client files.
1.5	<u>Cultural Competence</u> Program is competent at delivering services to culturally and linguistically diverse populations.	<ul style="list-style-type: none"> • Agency has procedures for obtaining translation services. • Agency material are available in appropriate language(s)
2.0	Services are part of the coordinated continuum of HIV/AIDS and social services	
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"> • Documentation of collaborative relationship with core-medical service sites outside of agency. • Documentation of referrals received. • Documentation of referrals out. • Staff reports indicate compliance.
3.0	Staff Training Requirements	
3.1	<u>Confidentiality Training</u> Staff members must receive training in confidentiality, its limitations, and procedures for releases of confidential information within 30 days of hire date.	<ul style="list-style-type: none"> • A signed confidentiality statement is included in each staff member's personnel file.
4.0	Service providers are knowledgeable, accepting and respectful of the needs of individuals with HIV/AIDS. Staff efforts are compassionate and sensitive to client needs.	
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"> • Personal interview and references • Written application • 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. 	<ul style="list-style-type: none"> • Documentation of staff applications. • Documentation of communication with personnel references • Staff interviews indicate compliance. • Review of Policies and Procedures Manual indicates compliance. • Review of personnel files indicates compliance

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4.0	Service providers are knowledgeable, accepting and respectful of the needs of individuals with HIV/AIDS. Staff efforts are compassionate and sensitive to client needs.	
4.2	<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"> Review of personnel files indicates compliance.
4.3	<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 local, state and federal laws. The release/exchange consent form must contain: <ul style="list-style-type: none"> Name of the person or entity permitted to make the disclosure Name of the client The purpose of the disclosure, The types of information to be disclosed, Entities to disclose to Date on which the consent is signed The expiration date of client authorization (no longer than two years). Signature of the client/or parent, guardian or person authorized to sign in lieu of the client. Description of the <i>Release of Information</i>, its components, and ways the client can nullify it. 	<ul style="list-style-type: none"> Current Release of Information form with all the required elements signed by client in client’s record.
5.0	Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.	
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"> Review of Policies and Procedures Manual includes policies for Quality Management process. Review of Quality Management Manual indicates compliance with established policies. Staff interviews indicate compliance.

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5.0	Services utilize effective management practices such as cost effectiveness, human resources and quality improvement.	
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"> • Documentation of staff time spent in support of the service category.
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"> • Personnel file contains a signed statement acknowledging that staff policies were reviewed and that the employee understands agency expectations.
5.4	<u>Staff Supervision</u> Staff coordinator/manager is a paid position that supervises staff services.	<ul style="list-style-type: none"> • Review of personnel files indicates compliance. • Review of Policies and Procedures manual indicates compliance.
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"> • Review of Policies and Procedures manual indicates compliance. • Mechanism for regular communication with staff is in place. • Staff interviews indicate compliance.

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.