

## ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES

### OTHER PROFESSIONAL SERVICES

#### **Purpose**

The purpose of the Ryan White Part A quality management standards and measures is to ensure that a uniformity of service exists in the Atlanta Eligible Metropolitan Area (EMA) such that the consumers of a service receive the same quality of service regardless of where the service is provided.

#### **Definition of Other Professional Services**

Per HRSA Policy Clarification Notice 16-02<sup>1</sup>, Legal Services are an allowable service under the Other Professional Services support service category of the Ryan White HIV/AIDS Program. Other Professional Services allow for the provision of professional and consultant services rendered by members of particular professions licensed and/or qualified to offer such services by local governing authorities. Such services may include:

- Legal services provided to and/or on behalf of the individual living with HIV and involving legal matters related to or arising from their HIV disease including:
  - ✓ Assistance with public benefits such as Social Security Disability Insurance (SSDI)
  - ✓ Interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation as it relates to services eligible for funding under the Ryan White HIV/AIDS Program, and
  - ✓ Preparation of
    - Healthcare Powers of Attorney
    - Durable Powers of Attorney
    - Living Wills
- Permanency planning for an individual or family where the responsible adult is expected to pre-decease a dependent (usually a minor child) due to HIV/AIDS; includes the provision of social service counseling or legal counsel regarding (1) the drafting of wills or delegating powers of attorney, and (2) preparation for custody options for legal dependents including standby guardianship, joint custody or adoption.”
- Income tax preparation services to assist clients in filing Federal tax returns that are required by the Affordable Care Act for all individuals receiving premium tax credits

Under Other Professional Services, the Atlanta EMA provides funding for legal services. It does not include any legal services that arrange for guardianship or adoption of children after the death of their normal caregiver. Funds awarded under the Ryan White HIV/AIDS Program may NOT be used for any criminal defense or for class-action suits unrelated to access to services eligible for funding under the Ryan White HIV/AIDS Program. Funds may be used for legal services directly necessitated by an individual's HIV/AIDS sero-status.

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<sup>1</sup> HRSA, HIV/AIDS Bureau (2016). *Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds-Policy Clarification Notice 16-02* [[https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN\\_16-02Final.pdf](https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf)]

## **ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES OTHER PROFESSIONAL SERVICES**

### **Application of Standards**

These standards apply to any agency receiving Part A funds to provide Other Professional Services. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain in quarterly reports the steps it is taking to meet that standard.

### **Standards Development Process**

The standards were developed through extensive background research on quality management standards, a review of existing standards from other Ryan White Part A EMAs, meetings of the quality management committee of the Atlanta HIV Health Services Planning Council, and meetings with the Ryan White Part A Recipient.

### **Acknowledgements**

Fulton County would like to thank all of the EMAs that shared their standards, as well as the members of the quality management committee who gave generously of their time to provide valuable input to the development of these quality management standards and measures.

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<b>I. Policies and Procedures</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency must have policies and procedures in place that address confidentiality (HIPAA), grievance procedures and supervision requirements per federal and state law.	<ul style="list-style-type: none"> <li>• Policy and procedure manual</li> <li>• Grievance procedure posted in visible location</li> </ul>
B. Agency has eligibility requirements for services in written form. This is inclusive of: <ul style="list-style-type: none"> <li>✓ Clients rights and responsibilities</li> <li>✓ Release of information/confidentiality</li> <li>✓ Eligibility for services</li> </ul>	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. Agency is licensed and/or accredited by the appropriate city/county/state/federal agency.	<ul style="list-style-type: none"> <li>• Current licensure on file from appropriate city/county/state/federal agency</li> </ul>
D. Agency has written policies and procedures in place that protect the physical safety and well-being of staff and clients. This is inclusive of: <ul style="list-style-type: none"> <li>✓ Physical agency safety               <ul style="list-style-type: none"> <li>• Meets fire safety requirements</li> <li>• Complies with Americans with Disabilities Act (ADA)</li> <li>• Is clean, comfortable and free from hazards</li> <li>• Complies with Occupational Safety and Health Administration (OSHA) infection control practices</li> </ul> </li> <li>✓ Crisis management and psychiatric emergencies               <ul style="list-style-type: none"> <li>• How to assess emergent/urgent vs. routine need</li> <li>• Verbal intervention</li> <li>• Non-violent physical intervention</li> <li>• Emergency medical contact information</li> <li>• Incident reporting</li> <li>• Voluntary and involuntary inpatient admission</li> </ul> </li> <li>✓ Refusal of services</li> <li>✓ Personnel               <ul style="list-style-type: none"> <li>• Roles and responsibilities of staff, including supervision responsibilities</li> </ul> </li> <li>✓ Client/Parent/Guardian Rights and Responsibilities (see Standard IV)</li> </ul>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Site visit</li> </ul>
E. Agency has a formal relationship with a mental health/substance abuse professional for consultation as needed if a mental health/substance abuse professional is not on staff.	<ul style="list-style-type: none"> <li>• Letter of Agreement on file</li> </ul>

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F. Agency has private, confidential office space for seeing clients (e.g. no half-walls or cubicles, all rooms must have doors).	<ul style="list-style-type: none"> <li>• Site visit</li> </ul>
G. Agency will have all inactivated client records in a confidential locked location for a period as stipulated by law.	<ul style="list-style-type: none"> <li>• Site Visit/Program Monitoring</li> </ul>
H. Agency is contractually required to maintain documentation of the following which shall be made available to the Recipient and HRSA upon request and during Ryan White Part A site visits: <ul style="list-style-type: none"> <li>• Types of legal services provided</li> <li>• Client records document the following: <ul style="list-style-type: none"> <li>○ Eligibility determination</li> <li>○ Description of how the legal service is necessitated by the individuals HIV status</li> </ul> </li> <li>• Assurance that funds are used only for legal services directly necessitated by the individuals HIV status</li> <li>• Assurance that Ryan White serves as the payor of last resort</li> </ul>	<ul style="list-style-type: none"> <li>• Site Visit/Program Monitoring</li> </ul>

**II. Program Staff**

<b>Standard</b>	<b>Measure</b>
A. Staff are trained and knowledgeable about HIV/AIDS and available resources.	<ul style="list-style-type: none"> <li>• Personnel file</li> </ul>
B. Staff have appropriate skills, relevant experience, cultural and linguistic competency and relevant licensure to provide services to persons living with HIV/AIDS.	<ul style="list-style-type: none"> <li>• Personnel file</li> </ul>
C. Staff have a clear understanding of their job description and responsibilities, and agency policies and procedures.	<ul style="list-style-type: none"> <li>• Job description on file</li> <li>• Statement on file, signed by staff and supervisor</li> </ul>
D. Attorneys are licensed to practice law in the state of Georgia.	<ul style="list-style-type: none"> <li>• Personnel file</li> </ul>
E. Attorneys will participate in job-related education and training as required by the State Bar of Georgia.	<ul style="list-style-type: none"> <li>• Personnel file</li> </ul>
F. Non-licensed staff are supervised by licensed attorneys.	<ul style="list-style-type: none"> <li>• Personnel file</li> </ul>

**III. Access to Services**

<b>Standard</b>	<b>Measure</b>
A. Agency is accessible to desired target populations. Accessibility includes: <ul style="list-style-type: none"> <li>✓ Proximity to community impacted by HIV</li> <li>✓ Proximity to mass transit</li> <li>✓ Proximity to low-income individuals</li> <li>✓ Proximity to underinsured or uninsured individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Site visit</li> <li>• Agency client data report consistent with funding requirements</li> </ul>

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<p>B. Agency demonstrates the ability to provide culturally and linguistically competent services according to Atlanta EMA standards for desired target population.</p>	<ul style="list-style-type: none"> <li>• Personnel and training records</li> <li>• Site visit</li> <li>• Client satisfaction survey</li> <li>• Agency client data report consistent with funding requirements</li> </ul>
<p>C. Agency demonstrates input from clients in the design and delivery of services.</p>	<ul style="list-style-type: none"> <li>• Existence of Consumer Advisory Board (CAB); if agency does not have a CAB, it may ask for client input from the Consumer Caucus or other agencies' CABs</li> <li>• Client satisfaction survey</li> </ul>
<p>D. Agency is compliant with ADA requirements for non-discriminatory policies and practices and for the provision of reasonable accommodations to address communication (i.e. sign language interpreter).</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
<p>E. Agency will promote services through meetings with persons living with HIV/AIDS, meetings with service providers, flyers and brochures, and other methods.</p>	<ul style="list-style-type: none"> <li>• Copies of flyers, brochures, etc. that are distributed.</li> <li>• Letters of Agreement</li> </ul>

**IV. Eligibility Determination/Screening**

<b>Standard</b>	<b>Measure</b>
<p>A. Provider determines client eligibility for services. Client eligibility will be reassessed every six months. The process to determine client eligibility must be completed in a time frame so that screening is not delayed. Eligibility assessment must include at a minimum:</p> <ul style="list-style-type: none"> <li>✓ Proof of HIV status</li> <li>✓ Proof of income not greater than 400% of Federal Poverty Level</li> <li>✓ Proof of residency within the Atlanta EMA</li> <li>✓ Proof of payor of last resort</li> <li>✓ Proof of active participation in primary care or documentation of the client's plan to access primary care               <ul style="list-style-type: none"> <li>• At least 1 visit with a primary care provider every 6 months</li> <li>• For affected children &lt; 4, at least 1 primary care visit within 12 months.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Client record</li> <li>• Policy on file</li> <li>• Agency client data report consistent with funding requirements</li> </ul>

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<b>V. Service Coordination/Referral</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency staff act as a liaison between the client and other service providers to support coordination and delivery of high quality care. For those clients not in primary medical care, agency staff must note progress toward linking the client into primary medical care.	<ul style="list-style-type: none"> <li>• Client record – documentation of with whom staff are communicating and progress to linking client to primary care</li> </ul>
B. Agency staff will maintain documentation in client’s record of: <ul style="list-style-type: none"> <li>✓ Client eligibility determination</li> <li>✓ Services provided</li> <li>✓ Reason or necessity of services provided</li> </ul>	<ul style="list-style-type: none"> <li>• Client record</li> </ul>
<b>VI. Clients’ Rights and Responsibilities</b>	
<b>Standard</b>	<b>Measure</b>
A. Client confidentiality policy exists for all service settings.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
B. Agency grievance policy exists.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. A current release of information form exists for each specific request for information and each request is signed by client.	<ul style="list-style-type: none"> <li>• Client record</li> <li>• Policy on file</li> </ul>
D. The agency has a formal policy as governed by Georgia law for clients who may be incapable of making their own treatment or care decisions.	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Legal/medical consultation policy</li> </ul>
E. Client will be informed of the client confidentiality policy, grievance policy, his or her rights and responsibilities and eligibility for services at first face to face contact.	<ul style="list-style-type: none"> <li>• Documentation in client file initialed or signed by client</li> </ul>