

**Ryan White Standards of Care
Outreach Services (S)**

Outreach Services

Service Definition

Outreach Services are programs that have as their principal purpose identification of people with unknown HIV disease those who know their status (i.e., case finding) so that they may become aware of, and may be enrolled in, care and treatment services. Outreach services do not include HIV counseling and testing or HIV prevention education. These services may target high-risk communities or individuals. Outreach programs must be planned and delivered in coordination with local HIV prevention outreach programs to avoid duplication of effort; be targeted to populations known through local epidemiologic data to be at disproportionate risk for HIV infection; be conducted at times and in places where there is a high probability that individuals with HIV infection will be reached; and be designed with quantified program reporting that accommodate local effectiveness evaluation (San Jose, CA TGA Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, Page 7).

Goals: The Standards of Care serve as guides to gauge the quality of HIV services in Santa Clara County.

Outreach Services providers are expected to comply with the Universal Standards of Care, as well as these additional standards:

Standards of Care

- 1.0 Standard of Care: Licensure and Assurance**
 - No additional standards
- 2.0 Standard of Care: Knowledge, Skill, and Experience**
 - No additional standards
- 3.0 Standard of Care: Client Rights, Responsibilities, Confidentiality**
 - No additional standards
- 4.0 Standard of Care: Access to Services**
 - No additional standards

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5.0 Standard of Care: Care and Treatment

- No additional standards

6.0 Standard of Care: Outreach and Provider Continuity

- No additional standards

7.0 Standard of Care: Continuous Quality Improvement

- No additional standards

8.0 Standard of Care: Staff Training

- No additional standards

References and Published Guidelines:

1. For a comprehensive overview of references, guidelines and resources, please see the official WEB site for Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) at <http://hab.hrsa.gov>
2. **Making the Connection: Promoting engagement and retention in HIV medical care among hard-to-reach populations. Produced by Serena Rajabiun et al, CORE/HDG (Center for Outreach Research and Evaluation, Health & Disability Working Group) Boston University School of Public Health.**
http://www.bu.edu/hdwg/z_old_pdf/projects/Making%20the%20Connections.pdf
3. Los Angeles County commission on HIV, **Standards of Care, Outreach Services.** October 12, 2006
http://www.hivcommission-la.info/cms1_051009.pdf
4. **Ryan White Title I Standards of Care for Medical Case Management Services.** Approved by the Santa Clara County HIV Health Services Planning Council February 10, 2009.
5. **California State Office of AIDS (OA)** a division within California Department of Public Health, Center for Infectious Diseases, last modified August 29, 2012
6. **San Jose, CA TGA** – Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, July 1, 2011, “**Outreach Services**” Page 7.