

## EARLY INTERVENTION SERVICES

### Application of Service Standards:

The service standards outlined below apply to any agency receiving Ryan White Part A funding to provide Early Intervention Services within the Columbus TGA. Early Intervention Services must include the following four components:

- Targeted HIV testing to help the unaware learn of their HIV status and receive referral to HIV care and treatment services if found to be living with HIV
  - Recipients must coordinate these testing services with other HIV prevention and testing programs to avoid duplication of efforts
  - HIV testing paid for by EIS cannot supplant testing efforts paid for by other sources
- Referral services to improve HIV care and treatment services at key points of entry
- Access and linkage to HIV care and treatment services such as HIV Outpatient/Ambulatory Health Services, Medical Case Management, and Substance Abuse Care
- Outreach Services and Health Education/Risk Reduction related to HIV diagnosis

### Service Category Definition:

Early Intervention Services is the provision of guidance and assistance to assure that persons at high risk of HIV acquisition know their HIV status and are provided referral and linkage to HIV care and treatment services if found to be living with HIV. Early Intervention Services provides targeted testing based upon individual reported behaviors, as well as focused efforts within known marginalized communities. At the time of screening, persons shall be provided education of HIV risk reduction strategies, such as PrEP and condoms. For persons who are diagnosed with HIV, rapid linkage into HIV services, including health care, insurance navigation, peer support, and case management, should be made.

### Forms:

All agencies receiving Ryan White Part A funding to provide Early Intervention Services are required to utilize standardized forms provided by Columbus Public Health.

<b>EARLY INTERVENTION SERVICES</b>		
	<b>Standard</b>	<b>Measure</b>
<b>1.0</b>	<b>Agency Policies</b>	
1.1	Licensure: Early Intervention Service agencies have licenses from appropriate licensing agencies	Proof of licenses and accreditations on file with agency
1.2	Hours of Operation: Early Intervention Service agencies have operating hours	Documentation of hours of operation along with protocol for client emergency needs outside of operating hours on file with agency
1.3	Special Service Needs: Early Intervention Service agencies comply with the Americans with Disabilities Act (ADA)	Policy on responding to clients with special needs on file with agency

1.4	Cultural and Linguistic Competency: Early Intervention Service agencies adhere to the national standards on Culturally and Linguistically Appropriate Services (CLAS)	Policy on responding to clients with cultural and linguistic diversity, including interpretation and translation services, on file with the agency
1.5	Privacy and Confidentiality: Early Intervention Service agencies have a structure in place to allow for the sharing and/or exchanging of client information in a confidential manner and complies with the Health Insurance Portability and Accountability Act (HIPAA)	Policy on protecting client information on file with the agency
1.6	Client Rights and Responsibilities: Early Intervention Service agencies assure services are provided within the client's rights	Statement of client rights and responsibilities posted and/or accessible to clients within the agency
1.7	Health and Safety: Early Intervention Service agencies have established health and safety procedures	Policy on health and safety procedures on file with the agency
1.8	Data Collection: Early Intervention Service agencies have procedures in place to assure the timely submission of data into CAREWare	Agencies report mandated individual client level data for each Ryan White Part A eligible visit/contact in CAREWare by the 15th of the following month
1.9	Grievance: Early Intervention Service agencies have an established system for grievances about the operation of the service program	Policy on grievance procedures on file with the agency
1.10	File Retention: Early Intervention Service agencies will assure active and inactive client files be maintained in a locked location	Policy on retention procedures on file with the agency
<b>Standard</b>		<b>Measure</b>
<b>2.0</b>	<b><i>Early Intervention Service Personnel</i></b>	
2.1	Staff Qualifications: Early Intervention Service personnel will a high school diploma and preferred two (2) years of experience interviewing and counseling individuals on issues/topics of infectious disease, sexual health, or other closely related area.  Substitution(s): Three (3) college courses in a physical or natural science and one (1) college course in a social or behavioral science may be substituted for the preferred experience. A certificate of high school equivalence (GED) will be accepted in lieu of a high school diploma. Exceptions	Documentation in personnel files

	for qualifications can be made to and granted by Columbus Public Health.	
<b>Standard</b>		<b>Measure</b>
<b>3.0</b>	<b><i>Client Rights and Privacy</i></b>	
3.1	Agencies providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each agency will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities. The document should be signed by a client 1 time at the entrance to the program and kept in the client's chart.	Documentation in client record
3.2	Release of Information: Clients will be informed of how their information will be accessed and/or released/shared by the Central Ohio Network	Completed agency release of information in client's record
3.3	Privacy and Confidentiality: Clients will be informed of the Early Intervention Service agency's privacy and confidentiality policies	Documentation in client record
3.4	Grievance: Clients will be informed of the Early Intervention Service agency's grievance policy including information about submitting unresolved grievances related to Ryan White Part A grant-supported services to 614.645.2273 (CARE)	Documentation in client record
<b>Standard</b>		<b>Measure</b>
<b>4.0</b>	<b><i>Services</i></b>	
4.1	Early Intervention Services are required to report all preliminary HIV+ test and detectable viral loads in accordance with Ohio Administrative Rule (OAC) 3701-3-12 and divisions (B) and (C) of section 3701.24 of the Ohio Revised Code (ORC).	Complete record in the Ohio Disease Reporting System
4.2	Early Intervention Services provides HIV testing services to targeted persons and/or communities at highest risk of HIV acquisition. Staff must follow the ORC HIV Testing Guidelines and agency protocols.	Guidelines and Protocol on file
4.3	Early Intervention Services provides linkage services assisting clients in scheduling the first and second primary/infectious disease care appointments to develop a treatment plan. Referrals to medical care providers shall be dictated by the needs and desires of the clients. All medical providers within the clients' insurance parameters shall be presented.	Documentation in client record of two (2) medical appointments.  Documentation in client record

	Linkage to Care staff shall not dictate nor persuade the client to a specific medical practice.	
4.4	Early Intervention Service personnel will offers appointment reminders, transportation (including bus passes and gas vouchers), accompany clients on health care appointments, help clients understand HIV disease, treatment options, risk reduction behavior, and provide emotional support, as needed. They will also help clients overcome barriers that prevent client from accessing services and refer clients to appropriate social service agencies.	Documentation and referrals in client record
4.5	Case Note Documentation: All contact with and/or on behalf of the client will be documented in case notes	Case note documentation in client record including information: <ul style="list-style-type: none"> <li>• about the provision of translation and/or interpretation services;</li> <li>• about the service provided to the client;</li> <li>• exchanged and/or released with a third party;</li> <li>• provided by the Early Intervention Service employee to the client;</li> <li>• provided by the client to the Early Intervention Service employee;</li> <li>• related to eligibility, care, and/or follow-up</li> </ul>