

**GY32 District of Columbia Ryan White Program  
Service Categories Scope of Work / Table A  
Overview and Template**

Table As Background.....	2
Purpose .....	2
System Monitoring.....	2
Provider Monitoring.....	2
Development and Input .....	2
CORE MEDICAL SERVICES.....	3
Early Intervention Services .....	3
Health Insurance Premium and Cost Sharing Assistance (MD and VA only) .....	3
Home and Community-Based Health Services .....	3
Medical Case Management .....	4
Medical Nutrition Therapy.....	4
Mental Health .....	4
Oral Health .....	4
Outpatient/Ambulatory Health Services .....	5
Substance Abuse Outpatient Care .....	5
SUPPORT SERVICES .....	5
Emergency Financial Assistance.....	5
Food Bank/Home Delivered Meals .....	6
Linguistic Services .....	6
Medical Transportation .....	6
Non-Medical Case Management Services .....	7
Other Professional Services (Legal).....	7
Outreach (MD and VA only).....	7
Psychosocial Support Services .....	7

## Table As Background

### Purpose

The Service Categories Scope of Work (Table As) is a tool used by the Ryan White Program (RWP) to highlight and report on how grant awards and subrecipients contribute to strategic goals and a comprehensive system of care.

### System Monitoring

Table As form the basis for tracking the Ryan White Program's progress and performance against stated goals and objectives, evaluating impact and improved health status, and ensuring accountability at the Program-level. Service provision and system performance are monitored through a combination of program inputs, processes, outputs, and outcomes. System-wide aggregate estimated and actual targets are reviewed to assess the availability and utilization of quality HIV care and health support services, identify and inform system-wide improvements, and determine the need to re-allocate/re-distribute funds.

### Provider Monitoring

Table As are used to gauge efforts toward improving care processes and outcomes, identify service gaps and quality problems, target monitoring and enforcement processes, and confirm technical assistance, capacity building, remediation, and corrective actions.

### Development and Input

Selection of Table A measures is informed by considerations of scientific soundness, programmatic relevance, usefulness for decision-making, data availability, and provider input. The ability to set meaningful and reasonable targets is critical as is a standardized process for target setting and monitoring.

## CORE MEDICAL SERVICES

### Early Intervention Services

Measure	Target (Mar 1 – Feb 28)
<b>Find 'Em:</b> Number of newly diagnosed HIV-positive individuals during the reporting period	Newly Diagnosed
<b>Teach 'Em:</b> Number of individuals from the focus population educated about HIV, STI, Hepatitis C virus, risk reduction strategies, health literacy, healthcare access, and U=U	Harm/Risk Reduction
<b>Test 'Em:</b> Number of individuals from the focus population tested for HIV (confirmatory testing only), STI and Hepatitis C during the reporting period	Targeted Testing
<b>Link 'Em:</b> Number of persons with HIV prescribed ART within 7-days of diagnosis during the reporting period	Rapid Start ART
<b>Link 'Em:</b> Number of persons from the focus population prescribed PrEP within 7-days of visit during the reporting period	PrEP
<b>Link 'Em:</b> Percentage of persons with HIV and out-of-care patients who are linked to HIV medical care within 7-days of date of re-contact with the or by site and agreement to return to care (internal) or referral date (external)	Linkage
<b>Keep 'Em:</b> Number of individuals with comprehensive harm reduction plans	Harm/Risk Reduction
<b>Keep 'Em:</b> Percentage of clients with HIV infection who had at least two care markers in the measurement year	Retention

### Health Insurance Premium and Cost Sharing Assistance (MD and VA only)

Measure	Target (Mar 1 – Feb 28)
Number of HIV-positive individuals with maintained continuity of care and treatment - Insurance premium payment	Clients
Number of HIV-positive individuals with maintained continuity of care and treatment - Deductible payment	Clients
Number of HIV-positive individuals with maintained continuity of care and treatment - Co-payment	Clients

### Home and Community-Based Health Services

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of home and community-based health services during the reporting period	Units

[Eligible Scope Population] Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the reporting period	Suppression
---	-------------

#### Medical Case Management

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of medical case management visits during the reporting period	Visits
[Eligible Scope Population]	
Percentage of clients with HIV infection who had at least two care markers in the measurement year	Retention
Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the reporting period	Suppression
Percentage of persons with HIV in medical case management with lowered acuity during the reporting period	Acuity

#### Medical Nutrition Therapy

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of medical nutrition visits during the reporting period	Visits
[Eligible Scope Population] Percentage of persons with HIV receiving medical nutrition therapy with improved appetite during the reporting period	Improved Appetite

#### Mental Health

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of mental health visits during the reporting period	Visits
[Eligible Scope Population] Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the reporting period	Suppression

#### Oral Health

Measure	Target (Mar 1 – Feb 28)
---------	----------------------------

Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of oral health care visits during the reporting period	Visits
Percentage of patients living with HIV who received at least two preventative oral exams by a dentist during the reporting period	Preventative Oral Care
Percentage of HIV-positive oral health patients who had a dental treatment plan developed and/or updated at least once during the reporting period	Retention

#### Outpatient/Ambulatory Health Services

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of outpatient ambulatory care visits during the reporting period	Visits
[Eligible Scope Population]	
Percentage of patients newly diagnosed with HIV/AIDS OR returning to care who were newly enrolled with a medical provider with prescribing privileges who had a medical visit in each of the 4-month periods in the reporting period	Retention
Percentage of clients with HIV infection who had at least two care markers in the reporting period	Retention
Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the reporting period	Suppression
Percentage of persons with HIV and out-of-care patients who are linked to HIV medical care within 7-days of date of re-contact with or by site and agreement to return to care (internal) or referral date (external)	Linkage
The median number of days from positive test (internal) or referral (external) to initiation of ART for newly diagnosed, and new to care patients	Rapid Start ART

#### Substance Abuse Outpatient Care

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of substance abuse visits during the reporting period	Visits
[Eligible Scope Population] Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the reporting period	Suppression

### SUPPORT SERVICES

#### Emergency Financial Assistance

Measure	Target
---------	--------

	(Mar 1 – Feb 28)
Number of HIV-positive individuals with maintained continuity of care and treatment - Food (voucher, groceries or food stamps)	Clients
Number of HIV-positive individuals with maintained continuity of care and treatment - Housing/Rental Assistance	Clients
Number of HIV-positive individuals with maintained continuity of care and treatment - Transportation	Clients
Number of HIV-positive individuals with maintained continuity of care and treatment – Utilities/Phone	Clients

#### Food Bank/Home Delivered Meals

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated persons living with HIV receiving food bank and/or home delivered meals during the reporting period	Clients
Number of food bank meals served during the reporting period	FB Units
Number of home delivered meals during the reporting period	HD Units
Percentage of HIV positive individuals with improved food security during the reporting period	Food Security

#### Linguistic Services

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals receiving linguistic services during the reporting period	Clients
Number of linguistic and translation services, as a component of HIV service, delivered during the reporting period	Units

#### Medical Transportation

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated HIV-infected individuals receiving medical transportation services during the reporting period	Clients
Number of medical transportation services, that enabled access to or retention in core medical or support HIV services – Metro SmartTrip card	Units
Number of medical transportation services, that enabled access to or retention in core medical or support HIV services – Cab voucher	Units
Number of medical transportation services, that enabled access to or retention in core medical or support HIV services – Van service	Units
Number of medical transportation services, that enabled access to or retention in core medical or support HIV services – Rideshare	Units

### Non-Medical Case Management Services

<b>Measure</b>	<b>Target (Mar 1 – Feb 28)</b>
Total number of unduplicated HIV-infected individuals served during the reporting period	Clients
Number of client-centered non-medical case management visits, to improve access to and retention in medical and support services, during the reporting period	Visits
Percentage of clients with HIV infection who had at least two care markers in the measurement year	Retention
Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the reporting period	Suppression

### Other Professional Services (Legal)

<b>Measure</b>	<b>Target (Mar 1 – Feb 28)</b>
Total number of unduplicated HIV-infected individuals receiving other professional services during the reporting period	Clients
Number of other professional services, that enabled access to or retention in core medical or support HIV services, during the reporting period	Units

### Outreach (MD and VA only)

<b>Measure</b>	<b>Target (Mar 1 – Feb 28)</b>
Total number of unduplicated HIV-infected individuals receiving outreach services during the reporting period	Clients
Number of outreach services to identify individuals that do not know their HIV status	Units
Number of outreach services to link or re-engage HIV-positive individuals who know their HIV status to medical and support services	Units

### Psychosocial Support Services

<b>Measure</b>	<b>Target (Mar 1 – Feb 28)</b>
Total number of unduplicated HIV-infected individuals receiving psychosocial support during the reporting period	Clients
Number of counseling sessions for HIV-infected individuals to address behavioral and physical health concerns during the reporting period	Units
Percentage of patients with a diagnosis of HIV/AIDS with a viral load less than 200 copies/mL at last viral load test during the measurement year	Suppression