

**District of Columbia Ryan White Program Part A
Service Categories Scope of Services
Overview and Template**

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Scope of Services

Purpose

The Service Categories Scope of Services 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

The scope of services forms 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

The scope of services is 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 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.

To determine annual targets:

- Analyze the past year's data to identify trends in customer utilization.
- Consider factors that influenced customer utilization the previous year (i.e., economic conditions, recent healthcare reform, etc.)
- Use this historical data as a baseline for forecasting future customer targets.

CORE MEDICAL SERVICES

Early Intervention Services (Part A and Part A MAI)

	Measures	Target (Mar 1 – Feb 28)
1.	Find ‘Em: Number of newly diagnosed customers with HIV during the reporting period.	Customers
2.	Teach ‘Em: Number of customers from the focus population educated about HIV, STI, HBV, and HCV; risk reduction strategies, health literacy, healthcare access, and U=U during the reporting period.	Customers
3.	Test ‘Em: Number of customers from the focus population tested for HIV (confirmatory testing only), STI, HBV and HCV during the reporting period.	
4.	<ul style="list-style-type: none"> ▪ EIS Targeted HIV Testing 	Customers
5.	<ul style="list-style-type: none"> ▪ EIS Targeted STI Testing 	Customers
6.	<ul style="list-style-type: none"> ▪ EIS Targeted Hep B Testing 	Customers
7.	<ul style="list-style-type: none"> ▪ EIS Targeted Hep C Testing 	Customers
8.	Link ‘Em: Number of customers with HIV prescribed ART within 7-days of diagnosis during the reporting period.	Customers
9.	Link ‘Em: Number of customers from the focus population linked to a PrEP clinical visit during the reporting period.	Customers
10.	Link ‘Em: Number of customers from the focus population prescribed PrEP within 7-days of visit during the reporting period.	Customers
11.	Link ‘Em: Number of customers with HIV and out-of-care patients who are linked to HIV medical care within 7-days of date of re-contact with the clinician or by site during the reporting period.	Customers
12.	Keep ‘Em: Number of customers from the focus population who attend their initial follow up appointment (3-months after starting oral PrEP or 2-months after initial PrEP injection) during the reporting period.	Customers (Same as #9 + #10)

HIV/AIDS, Hepatitis, STD and TB Administration

13	Keep 'Em: Number of customers with HIV infection who had at least two care markers- two medical visits in the measurement year with current PCP and current labs during the reporting period.	Customers
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Health Insurance Premium and Cost Sharing Assistance (MD, WVA and VA only)

Measure	Target (Mar 1 – Feb 28)
Total number of customers with HIV served during the reporting period	Customers
Number of customers with HIV served – Stand-alone Dental Insurance premium during the reporting period	Customers
Number of customers with HIV served – Insurance premium payment during the reporting period	Customers
Number of customers with HIV served – Deductible payment during the reporting period	Customers
Number of customers with HIV served – Co-payment during the reporting period	Customers
Number of customers receiving Medicare Part D true out-of-pocket (TrOOP) costs during the reporting period	Customers

Home and Community-Based Health Services (DC only)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV served during the reporting period.	Customers
Number of new unduplicated customers with HIV served during the reporting period.	Customers
Number of unduplicated customers receiving home health aide and personal care services during the reporting period.	Customers
Number of unduplicated customers receiving day treatment during the reporting period.	Customers
Number of unduplicated customers with HIV receiving Durable Medical equipment (DME) during the reporting period.	Customers
Number of customers referred to other services as appropriate, e.g. mental health, treatment for substance use disorder, patient navigation services, etc. during the reporting period.	Customers
Number of unduplicated HCBS customers receiving Rehabilitation Services during the reporting period during the reporting period.	Customers

Medical Case Management (Part A and Part A MAI)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV served during the reporting period.	Customers
Number of unduplicated customers receiving Initial or Annual Assessment (including the Acuity Scale) during the reporting period.	Customers
Number of unduplicated customers with Individualized Care Plan developed during the reporting period.	Customers
Number of unduplicated customers receiving Treatment Adherence Counseling during the reporting period.	Customers
Number of unduplicated customers receiving 6-month Re-Assessment and Re-Evaluation of Care Plan (including the Acuity Scale) during the reporting period.	Customers
Number of unduplicated customers receiving Linkages & Coordinated Access to Medical & Support Services during the reporting period.	Customers
Number of unduplicated customers receiving HIV Education/Risk Reduction Counseling during the reporting period.	Customers

Medical Nutrition Therapy

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV receiving Medical Nutrition Therapy services during the reporting period.	Customers
Number of new unduplicated customers with HIV receiving Medical Nutrition Therapy services during the reporting period.	Customers
Number of customers with HIV with Nutritional Screenings conducted during the reporting period.	Customers
Number of customers with HIV with Nutritional Assessments conducted (within 30 days of Screening) during the reporting period.	Customers
Number of customers with Nutritional Care Plans (NCP) developed (within 30 days of nutritional screening) during the reporting period	Customers

HIV/AIDS, Hepatitis, STD and TB Administration

Number of customers with Nutritional Re-Assessments conducted during the reporting period.	Customers
Number of customers receiving Food/Nutritional supplements per provider's recommendations during the reporting period.	Customers
Number of customers with Nutrition education and/or counseling conducted during the reporting period.	Customers

Mental Health (Part A and Part A MAI)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV served during the reporting period.	Customers
Number of customers with HIV who have DSM-V Diagnosis documented at the time of the customers' admission during the reporting period.	Customers
Number of customers with Treatment Plan developed during the reporting period.	Customers
Number of customers who participate in an outpatient group session conducted by a mental health professional during the reporting period.	Customers
Number of customers to participate in an individual session conducted by a mental health professional during the reporting period.	Customers

Oral Health

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV served during the reporting period.	Customers
Number of customers who receive an Oral Health assessment during the reporting period.	Customers
Number of customers who had a dental treatment plan developed and/or updated at least once during the reporting period.	Customers
Number of customers with HIV who received at least two preventative oral exams by a dentist during the reporting period.	Customers

**HIV/AIDS, Hepatitis, STD and
TB Administration**

Number of customers receiving referrals to higher level of medical care (Periodontists, Endodontists, Oral surgeons, Oral pathologists, Oral medicine practitioners) during the reporting period.	Customers
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Outpatient/Ambulatory Health Services (Part A and Part A MAI)

	Measure	Target (Mar 1 – Feb 28)
1.	Total number of unduplicated customers with HIV served during the reporting period.	Customers
2.	Number of new customers with positive HIV test results during the reporting period.	Customers
3.	Number of customers with positive HIV tests results linked to HIV medical care w/72 hours of HIV diagnosis during the reporting period.	Customers (Same as #2)
4.	Number of customers with HIV who were prescribed Same-Day ART during the reporting period.	Customers (Same as #2)
5.	Number of customers with HIV prescribed ART during the reporting period.	Customers (Same as #1)
6.	Number of customers screened and treated for Gonorrhea, Chlamydia, and/or Syphilis during the reporting period.	Customers (Same as #1)
7.	Number of customers receiving treatment adherence services during the reporting period.	Customers (Same as #1)
8.	Number of customers receiving education on risk reduction counseling, and prevention issues (PrEP, PEP) during the reporting period.	Customers
9.	Number of specialty referrals during the reporting period.	Customers
10.	Number of women with Cervical Cancer Screening conducted during the reporting period.	Customers
11.	Number of customers with Viral load test in the measurement year during the reporting period.	Customers
12.	Number of customers with CD4 Count test (at least within 24 months) during the reporting period.	Customers

Substance Abuse Outpatient Care (Part A and Part A MAI)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV served during the reporting period.	Customers
Number of customers with Comprehensive Substance Abuse Assessments Conducted in accordance with the Substance Abuse and Mental Health Services Administration's (SAMHSA) approved treatment protocol tool during the reporting period.	Customers
Number of customers with a Treatment Plan developed for substance use disorder during the reporting period.	Customers
Number of customers/individuals participating in Pretreatment/Recovery Readiness Programs during the reporting period.	Customers
Number of customers receiving Harm Reduction Services during the reporting period.	Customers
Number of customers receiving treatment of substance use disorder counseling during the reporting period.	Customers
Number of customers referred to inpatient treatment for substance use disorder during the reporting period.	Customers

SUPPORT SERVICES

Emergency Financial Assistance

Measure	Target (Mar 1 – Feb 28)
Total number of Unduplicated customers with HIV served this period during the reporting period.	Customers
Number of customers with HIV receiving - Food (voucher, groceries, or food stamps) during the reporting period.	Customers
Number of customers with HIV receiving - Housing/Rental Assistance during the reporting period.	Customers
Number of customers with HIV receiving – Moving Assistance during the reporting period.	Customers
Number of customers with HIV receiving – Utilities/Phone during the reporting period.	Customers

HIV/AIDS, Hepatitis, STD and TB Administration

Number of customers with HIV receiving – Medication assistance during the reporting period.	Customers
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Food Bank/Home Delivered Meals

Measure	Target (Mar 1 – Feb 28)
Food Bank	
Total number of unduplicated customers with HIV receiving Food Bank services during the reporting period.	Customers
Number of new unduplicated customers with HIV receiving Food Bank services during the reporting period	Customers
Number of Food Bank Nutritional Screenings conducted during the reporting period.	Customers
Number of Food Bank meals (number of estimated meals per container, bag, etc.) provided during the reporting period.	Customers
Home-Delivered Meals	
Total number of unduplicated customers with HIV receiving Home-Delivered Meals during the reporting period.	Customers
Number of new unduplicated customers with HIV receiving Home-Delivered Meals during the reporting period.	Customers
Number of customers with Home-Delivered Meal Nutritional Screenings conducted during the reporting period.	Customers
Number of customers with Individualized Meal Plans (IMP) developed during the reporting period.	Customers
Number of customers with Nutritional Re-Assessments and updated IMP conducted during the reporting period.	Customers
Number of Home-Delivered Meals provided during the reporting period.	Customers

Linguistics Services

Measure	Target (Mar 1 – Feb 28)
Total number of customers receiving culturally and linguistically appropriate services (CLAS), both oral and/or written provided by qualified linguistic services providers during the reporting period.	Customers
Number of customers receiving interpretation services, as a component of HIV service, delivered during the reporting period.	Customers
Number of customers receiving translation services, as a component of HIV service, delivered during the reporting.	Customers

Medical Transportation (Part A and Part A MAI)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV receiving medical transportation services during the reporting period.	Customers
Number of medical transportation services, that enabled access to or retention in core medical and support services through Metro SmartTrip card during the reporting period.	Units
Number of medical transportation services, that enabled access to or retention in core medical and support services through Parking Validation during the reporting period.	Units
Number of medical transportation services, that enabled access to or retention in core medical and support services through Mileage Reimbursement during the reporting period.	Units
Number of medical transportation services, that enabled access to or retention in core medical and support services through Rideshare/Lyft/Uber during the reporting period.	Units
Number of medical transportation services, that enabled access to or retention in core medical or support HIV services through Van service during the reporting period.	Units
Number of medical transportation services, that enabled access to or retention in core medical or support HIV services through Cab voucher during the reporting period.	Units

Non-Medical Case Management Services (Part A and Part A MAI)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV served during the reporting period.	Customers
Number of unduplicated customers receiving Initial Assessment during the reporting period.	Customers
Number of unduplicated customers receiving Annual Assessment during the reporting period.	Customers

HIV/AIDS, Hepatitis, STD and TB Administration

Number of unduplicated customers with Individualized Care Plan developed during the reporting period.	Customers
Number of unduplicated customers receiving 6-month Re-Assessment/ Re-Evaluation of Care Plan during the reporting period.	Customers
Number of unduplicated customers receiving Linkages & Coordinated Access to Medical & Support Services during the reporting period.	Customers
Number of unduplicated customers receiving HIV Education/Risk Reduction Counseling during the reporting period.	Customers

Other Professional Services (Legal)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV-receiving other professional services during the reporting period.	Customers
Number of customers receiving assistance with public benefits - Social Security Disability Insurance (SSDI) during the reporting period.	Customers
Number of customers receiving intervention to ensure access to eligible benefits during the reporting period.	Customers
Number of customers receiving preparation of healthcare power of attorney, durable power of attorney and living wills during the reporting period.	Customers
Number of customers receiving Permanency Planning (i.e. placement and care of minor children including social service or legal counseling, preparation of custody options for legal dependents) during the reporting period.	Customers
Number of customers receiving legal counsel for medical discrimination during the reporting period.	Customers
Number of customers receiving Income Tax Preparation in filing Federal tax returns required by Affordable Care Act for all individuals receiving premium tax credits during the reporting period.	Customers

Outreach (MD and VA only)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV receiving outreach services during the reporting period.	Customers

HIV/AIDS, Hepatitis, STD and TB Administration

Number of customers newly diagnosed with HIV through targeted outreach during the reporting period.	Customers
Number of customers with HIV linked or re-engaged in HIV medical or support services during the reporting period.	Customers
Number of customers who received HIV prevention education counseling during the reporting period.	Customers
Number of customers without HIV receiving HIV risk reduction counseling during the reporting period.	Customers

Psychosocial Support Services (Part A and Part A MAI)

Measure	Target (Mar 1 – Feb 28)
Total number of unduplicated customers with HIV receiving Psychosocial Support services during the reporting period.	Customers
Number customers with HIV with individualized Psychosocial Support Services Plans developed during the reporting period.	Customers
Number customers with HIV receiving HIV support group counseling during the reporting period.	Customers
Number of customers with HIV receiving bereavement counseling during the reporting period.	Customers
Number of customers with HIV receiving pastoral care/ counseling services during the reporting period.	Customers
Number customers with HIV receiving nutritional counseling services by a non-registered dietician during the reporting period.	Customers
Number of customers receiving Caregiver Support during the reporting period.	Customers
Number customers with HIV receiving counseling sessions to address behavioral and physical health concerns during the reporting period.	Customers

EHE - Wellness Support Services

Measure	Target (Mar 1 – Feb 28)
Total number of customers administered the Pre- Intervention surveys during the reporting period.	Customers
Number of customers to receive Wellness Services during the reporting period.	Customers

HIV/AIDS, Hepatitis, STD and TB Administration

Number of customers to receive Movement Practices during the reporting period.	Customers
Number of customers to receive Breath Practices and Meditation during the reporting period.	Customers
Number of customers to receive Energy Medicine/Acupuncture during the reporting period.	Customers
Number of customers to receive Bodywork/Relaxation during the reporting period.	Customers
Number of customers to receive Wellness Group Sessions during the reporting period.	Customers
Number of customers starting PrEP during the reporting period.	Customers
Number of customers on Antiretroviral Medication during the reporting period.	Customers
Number of customers from the focus population tested for HIV during the reporting period.	Customers
Number of customers linked to preventive services during the reporting period.	Customers
Number of customers referred to Ryan White health care services during the reporting period.	Customers
Number of customers referred to Ryan White support services during the reporting period.	Customers
Number of customers administered the post-intervention survey during the reporting period.	Customers

EHE - Community Based Disease Intervention Services (CBDIS)

Measure	Target (Mar 1 – Feb 28)
Total number of tests performed for HIV during the reporting period.	Customers
Number of customers testing positive for HIV during the reporting period.	Customers
Number of customers linked to PrEP during the reporting period.	Customers
Number of customers linked to Antiretroviral Medication during the reporting period.	Customers
Number of customers retained in Clinical Care during the reporting period.	Customers
Number of tests performed for Syphilis during the reporting period.	Customers

**HIV/AIDS, Hepatitis, STD and
 TB Administration**

Number of customers testing positive for Syphilis during the reporting period.	Customers
Number of tests performed for Chlamydia during the reporting period.	Customers
Number of customers testing positive for Chlamydia during the reporting period.	Customers
Number of tests performed for Gonorrhea during the reporting period.	Customers
Number of customers testing positive for Gonorrhea during the reporting period.	Customers
Total number of cases managed/investigations conducted during the reporting period.	Customers
Total number of cases reported to HAHSTA Strategic Information Division (SID); (total for HIV, Syphilis, Chlamydia, & Gonorrhea) during the reporting period.	Customers