



Nevada Office of HIV/AIDS

Ryan White Part B Program

Service Standards

Minority AIDS Initiative (MAI) Outreach Services

I. HRSA Service Definition

Outreach Services category has a principal purpose identifying people living with HIV (PLWH) who either do not know their HIV status, or who know their status but are not currently in care. Outreach Services provide the following activities:

- Identification of people who do not know their HIV status and/or
- Linkage or re-engagement of PLWH who know their status into HRSA RWHAP services, including provision of information about health care coverage options.

Outreach Services are often provided to people who do not know their HIV status, some activities within this service category will likely reach people who are HIV negative. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services. Outreach Services must:

- Use data to target populations and places that have a high probability of reaching PLWH who
 - a. have never been tested and are undiagnosed,
 - b. have been tested, diagnosed as HIV positive, but have not received their test results, or
 - c. have been tested, know their HIV positive status, but are not in medical care;
- Be conducted at times and in places where there is a high probability that PLWH will be identified; and
- Be delivered in coordination with local and state HIV prevention outreach programs to avoid duplication of effort.

Program Guidance:

Outreach Services provided to an individual or in small group settings cannot be delivered anonymously, as some information is needed to facilitate any necessary follow-up and care. Outreach Services must not include outreach activities that exclusively promote HIV prevention education. Recipients and subrecipients may use Outreach Services funds for HIV testing when HRSA Ryan White HIV/AIDS Program (RWHAP) resources are available and where the testing would not supplant other existing funding.

Outreach Services may be provided through community and public awareness activities (e.g., posters, flyers, billboards, social media, TV or radio announcements) that meet the requirements above and include explicit and clear links to and information about available HRSA RWHAP services. Ultimately, HIV-negative people may receive Outreach Services and



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should be referred to risk reduction activities. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services.

The State of Nevada, Ryan White Part B program (NVRWPB) recommends that all agencies utilize validated best practices for the execution of their service category. If an agency needs resources or recommendations to locate or implement best practice tools please contact the Recipient (NVRWPB), and we will provide necessary guidance. It is an expectation that all agencies implement a program that can have measurable positive effects for clients.

II. Service Goals

The service goal is to provide Outreach Services to identify PLWH who do not know their HIV status or who know their status and are not currently in care. The goal of this service is to provide PLWH linkage or re-engagement into ADAP services, care, and additional education on health care coverage options.

III. Currently Funded Outreach Services

1. Outreach for ADAP and Education about HIV medications, HIV-related care, health insurance options, improvement of health status, referrals for needed services, etc.

Item A. Health & Wellness Engagement/Reengagement (OS)

Item B. Health Education (OS)

Item C. Referrals & Related Services

IV. Outreach Services Eligibility

Before services are provided under this Service Category, provider agency staff must ensure current NVRWPB eligibility enrollment by using the CAREWare's Eligibility and Enrollment Fields tab.

The following eligibility criteria are specific to Outreach Services: the client has been referred to a NVRWPB Outreach Services Provider from another NVRWPB funded program, has sought out assistance of the agency through self-referral, or has received a referral from an outside NVRWPB provider. If the client is referred to the Outreach Services Provider from a non-NVRWPB provider, the Outreach Services Provider is responsible for notifying the originating non-NVRWPB provider that the client is now accessing services and the Outreach Services Provider is responsible for logging the referral in CAREWare.

Furthermore, to be eligible for Outreach Services an individual MUST be an eligible “racial and ethnic minority” according to the Ryan White Minority AIDS Initiative (MAI) which includes:



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African Americans, Alaska Natives, Latinos, American Indians, Asian Americans, Native Hawaiians, and Pacific Islanders.

V. Service Delivery

Health & Wellness Engagement/Reengagement (OS) (Item A)

Under this service category sub-recipients may provide outreach to eligible PLWH in need of information regarding all the services offered by ADAP, this service category will primarily be the first contact between the NVRWPB provider and said individual. We do understand that there may be several contacts with eligible clients to provide all the ADAP information they may need. Staff will complete a standardized contact and short assessment with all clients to determine readiness and need for services, considering the following factors: (1) barriers to enrollment in RWPB and adherence to medications and medical care; (2) history of adherence, treatment, and opportunistic infections; and (3) the sufficiency of self-management and to provide referrals, when appropriate, to prevent lapses in care.

Health Education (OS) (Item B)

Health Education Sessions must be designed to include any of the following components: (1) Counseling to help clients living with HIV improve their health status and reduction of risk to others; (2) Education on health care coverage options (e.g., qualified health plans through the Marketplace, Medicaid coverage, Medicare coverage); (3) Education on risk reduction strategies to reduce transmission such as pre-exposure prophylaxis (PrEP) for clients' partners and treatment as prevention; (4) Health literacy; (5) Information about medical and psychosocial support services; or (6) Treatment adherence education. If an agency is unsure that their topic may or may not be allowable, please contact the Health Program Specialist I at NVRWPB.

Referrals & Related Services (Item C)

Referral and related activities are to help eligible individuals obtain needed services, including activities that help link individuals with medical, social, and educational providers or other programs and services that can provide needed services to address identified needs and achieve goals specified in the care plan.

VI. Licensing, Knowledge, Skills, and Experience

The minimum educational experience for service items A, B and C shall be:

1. a B.A. or B.S. degree in any of the following disciplines; psychology, social work, counseling, sociology, community health, nursing, and public health; or,



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2. an associate's degree in any of the fields above with two years of experience working in a job related to public health, outreach work, community services, supportive work with children, families, or a different targeted population; or,
3. Four years of experience working in a job related to public health.

If qualified individuals do not have HIV related work experience they must receive HIV specific training within six months of hire. Any outside individuals (not NVRWPB funded personnel) must have appropriate licensing or credentials in their profession.

VII. Summary

These service specific standards shall be followed by all funded providers that provide NVRWPB funded Outreach Services. It is expected that all providers follow these standards as well as the National Monitoring/Fiscal Standards and HRSA Policy Clarification Notices. Provider organizations and staff may exceed any of these standards as part of the program delivery.

VIII. Recommendations

All NVRWPB funded providers are to adhere to these service category specific standards, program standards, the primary program standards and ensure that they are familiar with their individual NVRWPB subgrant to meet the expectations of their deliverables.

IX. References and further reading

All NVRWPB funded providers should read their individual Part B contracts, as well as but not limited to, the Quality Management Plan and all local policies and guidelines set forth by the Office of HIV regarding the Part B program statewide. All referenced materials for this service standard are listed below:

[AETC National Resource Center for Case Finding for Persons Living with HIV](#)

[AETC National Resource Center for Rural Populations Living with HIV](#)

[AETC National Resource Center for Teaching Methods for Persons Living with HIV](#)

[HIV/AIDS Bureau – National Monitoring Standards for Ryan White Part B Grantees: Program – Part B](#)

[HIV/AIDS Bureau – Policy Clarification Notice 16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Use of Funds](#)

[Las Vegas TGA – Ryan White Part A HIV/AIDS Program, Service Standards](#)

[Nevada Office of HIV/AIDS Policy 15-15 Standard of Care for Referral to Health Care and Supportive Services: Eligibility & Enrollment for Ryan White Part B](#)



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[Ryan White HIV/AIDS Program Service Report Instruction Manual, September 2015.](#)

X. Revision Schedule

Published	October 6, 2017	Located at dpbh.nv.gov
Revised	July 10, 2019	Located at https://endhivnevada.org

XI. Contact

For further information or clarification please contact the Nevada Office of HIV/AIDS, Program Officer I at (775) 684-5882 or Health Program Specialist I at (775) 684-4025.