

**HIV Health Services Planning Council  
Sacramento TGA**

**Policy and Procedure Manual**

**Subject:** Support Services

**No:** SSC 04

**Date Approved:** 12/98

**Date Revised:** 06/22/22

**Date Reviewed:** 06/22/22

As directed by the HIV Health Services Planning Council established priorities, when funded, the following service standards will apply to Ryan White contracted service providers.

**Policy:** The Support Services standards, which follow, will be applied uniformly by any contract agency, which receives Ryan White funding for the various support services listed in the provision of services to HIV+ persons seeking assistance. These standards are to be coordinated with other service standards, as needed, and in conjunction with the Sacramento TGA’s Universal Standards and HRSA’s Policy Clarification Notice 16-02, which defines and provides program guidance for each of the Support Services and defines individuals who are eligible to receive Ryan White-funded services. The standards are to be implemented in the context of the approved Case Management Model.

The support service categories are:

| Service Category   | Service Standard # |
|--|--------------------|
| • Case management (non-medical)                          | 21                 |
| • Child care services                                    | 08                 |
| • Emergency financial assistance (Other Critical Need)   | 16                 |
| • Food bank/home-delivered meals                         | 12                 |
| • Health Education/Risk Reduction services               | 20                 |
| • Housing  | 15                 |
| • Legal Services*  | --                 |
| • Linguistics services (interpretation and translation)* | --                 |
| • Medical Transportation                                 | 11                 |
| • Other professional services*                           | --                 |
| • Outreach services                                      | 19                 |
| • Permanency Planning*                                   | --                 |
| • Psychosocial support services*                         | 17                 |
| • Referral for health care/supportive services*          | --                 |
| • Rehabilitation services*                               | --                 |
| • Respite care*  | 02                 |

- Substance abuse services – residential

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\*Not a funded service at this time

**Procedure:**

1. The following general guidelines will be applied to ALL areas of Support Services:
  - a. “The Ryan White legislation stipulates that ‘funds received...will not be utilized to make payments for any item or service... which can reasonably be expected to be made ...by sources other than Ryan White funds...this means that grantees and/or their subcontractors are expected to make reasonable efforts to secure other funding instead of Ryan White funds.’”
  - b. “Ryan White funds are intended to support only HIV related needs of eligible individuals. Grantees, planning councils, and consortia should be able to make an explicit connection between any service supported with Ryan White funds and the intended recipient’s HIV status, or care-giving relationship to a person with HIV/AIDS.”
  - c. All requests for services will be accompanied by an assessment of the individual’s need for the designated services, completed by a designated representative of the case management agency. The completed assessment must contain an annual budget completed with the client.
  - d. Ryan White funds may not be given in the form of direct cash to clients.
  - e. Ryan White funds may not be used to fund the following:
    - Pet foods or maintenance products/care
    - Local or state personal property taxes
    - Employment, vocational rehabilitation or employment readiness services
    - Clothing
    - Social outings
    - Funeral and burial expenses
    - Pre-Exposure Prophylaxis (PrEP)
    - non-occupational Post-Exposure Prophylaxis (nPEP)
    - Materials, designed to promote or encourage, directly, intravenous drug use or sexual activity
    - International travel
    - The purchase or improvement of land

- The purchase, construction, or permanent improvement of any building or other facility
  - f All services shall be provided in a culturally and/or linguistically competent manner which is respectful to the client’s cultural health beliefs, practices and preferred language.
2. Exceptions and Emergencies may be handled as follows:
- a The TGA’s Recipient may grant exception to these guidelines in response to specific unusual or compelling situations or in case of emergency on a case-by-case basis.
  - b Emergencies may be defined around the following specific support service categories only: housing, food, transportation and medication assistance. Other one-time needs are defined as exceptions.
  - c Exceptions and emergencies must be documented in the case record and signed by an agency’s authorizing person.
  - d All exceptions must be time limited.

Signed:   
Richard Benavidez, Chair

Date: 06/22/22