OUTPATIENT/AMBULATORY MEDICAL CARE

HRSA Definition
Outpatient/Ambulatory medical care (health services) is the provision of professional diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting. Settings include clinics, medical offices, and mobile vans where clients generally do not stay overnight. Emergency room services are not outpatient settings. Services includes diagnostic testing, early intervention and risk assessment, preventive care and screening, practitioner examination, medical history taking, diagnosis and treatment of common physical and mental conditions, prescribing and managing medication therapy, education and counseling on health issues, well-baby care, continuing care and management of chronic conditions, and referral to and provision of specialty care (includes all medical subspecialties). Primary medical care for the treatment of HIV infection includes the provision of care that is consistent with the Public Health Service’s guidelines. Such care must include access to antiretroviral and other drug therapies, including prophylaxis and treatment of opportunistic infections and combination antiretroviral therapies.

Activities must include:
- Provision of care that is consistent with Public Health Service guidelines.

Activities may include:
- Diagnostic testing;
- Early intervention and risk assessment;
- Wellness, preventive care and screening;
- Practitioner examination;
- Medical history evaluation;
- Diagnosis and treatment of common physical and mental conditions;
- Prescribing and managing medication therapies including antiretroviral medications and prophylaxis and treatment of opportunistic infections;
- Referral to and provision of specialty care.
- Care of minor injuries, education and counseling on health and nutritional issues;
- Minor surgery;
- Continuing care and management of chronic conditions.

Activities may not include:
- Complementary or alternative treatments including chiropractic care, massage therapy, hypnotherapy, and acupuncture;
- Inpatient medical services;
- Emergency room services;
- Pharmacist consultations.

STATE ADAP:

HRSA Definition
AIDS Drug Assistance Program (ADAP treatments) is a State-administered program authorized under Part B of the Ryan White Program that provides FDA-approved medications to low-income individuals with HIV disease who have limited or no coverage from private insurance, Medicaid, or Medicare. (NOT FOR BID)
AIDS PHARMACEUTICAL ASSISTANCE

HRSA Definition
*AIDS Pharmaceutical Assistance (local)* includes local pharmacy assistance programs implemented by Part A or Part B Grantees to provide HIV/AIDS medications to clients. This assistance can be funded with Part A grant funds and/or Part B base award funds. Local pharmacy assistance programs are not funded with ADAP earmark funding.

**Activities must include:**
- Payments to agencies made on behalf of an eligible client for prescribed medications within the RWPC approved drug formulary to prolong life, improve health, or prevent the deterioration of health.

**Activities may not include:**
- Payment for medications dispensed as part of an Emergency Financial Assistance Program.
- Payment for medications that are dispensed or administered during the course of a regular medical visit or that are considered part of the services provided during that visit;
- Payment for over the counter medications;
- Payment for more than one month of medication at a time;
- Payment for cosmetic prescriptions, Erectile Dysfunction prescriptions, or Human Growth Hormone;
- Payments for name brand prescriptions when generic scripts are available.

ORAL HEALTH CARE

HRSA Definition
*Oral health care* includes diagnostic, preventive, and therapeutic services provided by general dental practitioners, dental specialists, dental hygienists and auxiliaries, and other trained primary care providers.

**Activities must include:**
- Diagnosis and treatment of existing dental disorders and services aimed at preventing similar disorders in the future.

**Activities may include:**
- Preventive Services - dental cleanings, examinations, x-rays, adjustments to removable appliances, and one surface restorations;
- Routine Services – initial examinations, emergency appointments, deep cleanings with anesthesia, simple extractions, multiple surface restorations, biopsies, and localized chemotherapy;
- Specialty Services – surgical extractions, extensive restorations, periodontal surgeries, and restorations requiring sedation, root canals, occlusal guards, and prosthodontics (partials and dentures).

EARLY INTERVENTION SERVICES

HRSA Definition
*Early intervention services (EIS)* include counseling individuals with respect to HIV/AIDS; testing (including tests to confirm the presence of the disease, tests to diagnose the extent of...
immune deficiency, tests to provide information on appropriate therapeutic measures; referrals; other clinical and diagnostic services regarding HIV/AIDS; periodic medical evaluations for individuals with HIV/AIDS; and providing therapeutic measures.

**Activities must include:**
- Medical facility-based Early Intervention Services

**Activities may include:**
- Pre and Post test counseling
- HIV testing to confirm the presence of the disease or diagnose the extent of the deficiency of the immune system;
- Periodic examination and testing to monitor the extent of the deficiency of the immune system until client can access primary medical care;
- Referrals to primary medical care or biomedical research facilities;
- Providing therapeutic measures for preventing and treating the deterioration of the immune system until client can access primary medical care;
- Providing continuous follow-up care until there is confirmation the patient has accessed medical services;
- Providing information about other HIV service providers for support services that will increase access to primary care.
- Educating the client on the importance of remaining in primary medical care, including education and counseling in health maintenance and maintenance of the immune system.

**HEALTH INSURANCE PREMIUM & COST SHARING ASSISTANCE (Part A)**

**HRSA Definition**

*Health Insurance Premium & Cost Sharing Assistance* is the provision of financial assistance for eligible individuals living with HIV to maintain a continuity of health insurance or to receive medical benefits under a health insurance program. This includes premium payments, risk pools, co-payments, and deductibles.

**Activities must include:**
- Payment of insurance premiums (Premiums will be paid directly to the insurance carrier or its designated agent);
- Payment of related co-pays and/or deductibles;
- Co-payments for prescriptions included in the RWPC’s adopted drug formulary with the exclusions listed in the Local Drug Reimbursement category.
- Payment of three-month prescription co-pays from mail-order pharmacies, where cost effective or plan required, with pro-rated monthly costs towards service cap.

**Activities may include:**
- Co-payments, premiums, co-insurance, or deductible costs for individuals enrolled in high risk pools.

**Activities may not include:**
- Direct payments to clients.
- Payments to Texas operated high-risk pools.
HEALTH INSURANCE PREMIUM & COST SHARING ASSISTANCE (Part B)

*Health Insurance Premium & Cost Sharing Assistance* is the provision of financial assistance for eligible individuals living with HIV to maintain a continuity of health insurance or to receive medical benefits under a health insurance program. This includes premium payments, risk pools, co-payments, and deductibles.

**Activities must include:**
- Financial assistance according to the policies from the Texas Department of State Health Services.

**Activities may include:**
- Co-payments, co-insurance, or deductible costs for individuals enrolled in the Texas Risk Pool

**Activities may not include:**
- Co-payments, co-insurance, or deductible costs associated with hospitalization and/or emergency room care.
- Premium assistance for individuals enrolled in the Texas Risk Pool
- A limit on the amount of assistance an individual may receive under the policies from Texas Department of State Health Services for costs associated with co-payments, co-insurance, or deductible payments.

HOME HEALTH CARE

**HRSA Definition**

*Home Health Care* includes the provision of services in the home by licensed health care workers such as nurses and the administration of intravenous and aerosolized treatment, parenteral feeding, diagnostic testing, and other medical therapies.

**Activities may include:**
- Intravenous and aerosolized drug treatment
- Parenteral feeding;
- Diagnostic testing;
- Physical and rehabilitative treatment.

**Activities may not include:**
- Inpatient hospital services;
- Nursing home or other long-term care facility services;

HOME AND COMMUNITY BASED HEALTH SERVICES

*Home and Community-based Health Services* include skilled health services furnished to the individual in the individual’s home based on a written plan of care established by a medical case management team that includes appropriate health care professionals. Services include durable medical equipment; home health aide services and personal care services in the home; day treatment or other partial hospitalization services; home intravenous and aerosolized drug therapy (including prescription drugs administered as part of such therapy); routine diagnostic testing administered in the home; and appropriate mental health, developmental, and rehabilitation services. Inpatient hospitals services, nursing home and other long term care facilities are NOT included.
Activities may include:
- Assistance with housing-based testing, treatment and therapies;
- Provision of durable medical equipment;
- Home health aid services;
- Personal care and homemaker services;
- Day treatment or partial hospitalization.

Activities may not include:
- Inpatient hospital services;
- Nursing home or other long-term care facility services.

HOSPICE SERVICES

HRSA Definition
Hospice services include room, board, nursing care, counseling, physician services, and palliative therapeutics provided to clients in the terminal stages of illness in a residential setting, including a non-acute-care section of a hospital that has been designated and staffed to provide hospice services for terminal clients.

Activities must include:
- Medically-ordered care.

Activities may include:
- Nursing care;
- Counseling;
- Physician services;
- Palliative care;
- Room and board;
- Social support;
- Spiritual guidance.

Activities may not include
- Home-based Hospice Care.

MENTAL HEALTH SERVICES

HRSA Definition
Mental health services are psychological and psychiatric treatment and counseling services offered to individuals with a diagnosed mental illness, conducted in a group or individual setting, and provided by a mental health professional licensed or authorized within the State to render such services. This typically includes psychiatrists, psychologists, and licensed clinical social workers.

Activities must include:
- Level I psychiatric services include individual psychiatric and medication treatment and monitoring of psychiatric disorders provided by a board certified or board eligible psychiatrist (D.O., M.D., or board certified Mid-level provider licensed and specializing in psychiatry (w/supervision as required by law). Services must be provided in an outpatient clinic setting;
Level II counseling services include intensive mental health therapy and counseling (individual, family, and/or group) provided solely by a state-licensed mental health professional. Direct service providers must possess postgraduate degrees in psychology, psychiatry, or counseling (Ph.D., Ed.D., DSW, D.O., M.D., M.S., M.A., MSW, M.Ed., or equivalent), and must be licensed by the State of Texas to provide such services;

OR,

Level III counseling services include general mental health therapy and counseling (individual, family, and/or group). Direct service providers must possess a postgraduate degree in the appropriate related field, be in the process of obtaining Level II licensure with the State of Texas and be appropriately supervised by a licensed clinical supervisor approved by the state licensing board.

MEDICAL NUTRITION THERAPY

HRSA Definition
Medical nutrition therapy is provided by a licensed registered dietitian outside of a primary care visit and includes the provision of nutritional supplements. Medical nutrition therapy provided by someone other than a licensed/registered dietitian should be recorded under psychosocial support services.

Activities must include:
- Assessment of nutritional status.
- Education/counseling for nutrition needs.
- Develop and provide individual nutritional care plans.
- Medical nutrition therapy.

Activities may include:
- Referral for BMI (Body Mass Index), Bioelectrical Impedance Analysis (BIA) or other appropriate measure of nutritional status.
- Review of lab results to gauge nutritional/supplement needs.
- Provide counseling in health promotion, disease progression, and disease prevention.
- Provision of nutritional supplements.

Activities may NOT include:
- Provision of food or meals.

MEDICAL CASE MANAGEMENT

HRSA Definition
Medical Case management services (including treatment adherence) are a range of client-centered services that link clients with health care, psychosocial, and other services. The coordination and follow-up of medical treatments is a component of medical case management. These services ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care, through ongoing assessment of the client’s and other key family members’ needs and personal support systems. Medical case management includes the provision of treatment adherence counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments. Key activities include (1) initial assessment of service needs; (2) development of a comprehensive, individualized service plan; (3) coordination of services required to implement the plan; (4) client monitoring to assess the efficacy of the plan; and (5) periodic re-evaluation and adaptation of the plan as necessary over the life of the client. It includes client-specific advocacy and/or review of utilization of services. This includes all types of case management including face-to-face, phone contact, and any other forms of communication.
Activities must include:

- Assessment of client’s medical needs;
- Developing and periodically reviewing a care plan based on client’s needs and choices, with goals and strategies for completion;
- Medically focused form of case management;
- Linking and coordinating client care to ensure that quality medical care is received, including medical, mental health, vision and dental care.
- Implementing the care plan through time-lined strategies;
- Coordination with client’s medical providers;
- Providing information, referrals and assistance with linkages to needed medical services;
- Monitoring and following up on the goals of the care plan, and revising as necessary;
- Providing education about medical therapies including the benefits and side effects of medications
- Providing interventions to improve adherence to medical therapies and compliance with medical appointments;
- In-patient case management to prevent unnecessary re-hospitalization or to expedite discharge;
- Assessment of client’s need for medical nutrition therapy.

Activities may include:

- Behavioral risk screening followed by risk reduction interventions for HIV positive persons at risk of transmitting HIV.
- Implementing interventions or strategies promoting adherence to antiretroviral medications for HIV+ persons with all types of case management, including face to face, phone contact, and other forms of communication.
- Benefits Counseling, Enrollment & Outreach Education (e.g. Medicaid, Medicare, Market Place/Exchange, other private insurance, etc.)
- Allow Medical Case Managers to complete intakes, screening for client eligibility and determining need for all services;

Activities may not include:

- Mental health or substance abuse counseling;
- Diagnostic or preventive care;
- Nutrition counseling;
- Complementary or alternative treatments including chiropractic care, massage therapy, hypnotherapy, herbal therapy other than those prescribed by a physician, and acupuncture
- ARIES or other types of data entry;
- Compilation of outcome measures reports;
- Development, distribution, or analysis of client satisfaction surveys;
- Courtesy calls, no-shows, and/or attempts to contact no-shows;
- Recreational activities.

SUBSTANCE ABUSE SERVICES

HRSA Definition

Substance abuse services outpatient is the provision of medical or other treatment and/or counseling to address substance abuse problems (i.e., alcohol and/or legal and illegal drugs) in an outpatient setting, rendered by a physician or under the supervision of a physician, or by other qualified personnel.

Activities must include:

- Outpatient substance abuse services;
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- Assessments;

**Activities may include:**
- Individual and group therapy;
- Skills training;
- Discharge planning;
- Aftercare and follow-up;
- Harm reduction counseling.

**Activities may not include:**
- Needle exchange programs;
- Residential health services.

**CASE MANAGEMENT (NON-MEDICAL)**

**HRSA Definition**
Case Management (non-Medical) includes the provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. Non-medical case management does not involve coordination and follow-up of medical treatments, as medical case management does.

**Activities must include:**
- Completing intakes, screening for client eligibility and determining need for all services;
- Assessing and periodically reassessing a client’s bio-psychosocial history including needs of client and support system;
- Documented completion of the RWPC approved Client Needs Assessment evaluating client’s level of need;
- Developing and periodically reviewing a care plan based on client’s needs and choices with goals and strategies for completion;
- Implementing the care plan through time-lined strategies;
- Providing information, referrals and assistance with linkages to needed services;
- Monitoring and following up on the goals of the care plan;
- Advocating on behalf of a client to remove barriers to service;
- Collaborating with other service providers to coordinate client’s care;
- Providing appropriate crisis intervention as needed;

**Activities may include:**
- Case management to prevent unnecessary hospitalization or to expedite discharge.
- Behavioral risk screening followed by risk reduction interventions for HIV positive persons at risk of transmitting HIV;
- Benefits Counseling, Enrollment & Outreach Education (e.g. Medicaid, Medicare, Market Place/Exchange, other private insurance, etc.)

**Activities may not include:**
- Coordination and follow-up of medical treatments;
- ARIES or other types of data entry;
- Compilation of outcome measures reports;
- Development, distribution, or analysis of client satisfaction surveys;
-Courtesy calls, no-shows and/or attempts to contact no-shows;
- Recreational activities.

**HOUSING-BASED CASE MANAGEMENT**
HRSA Definition
Case Management (non-Medical) includes the provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. Non-medical case management does not involve coordination and follow-up of medical treatments, as medical case management does.

Activities must include:
- Services provided in a congregate housing setting;
- Completing intakes, screening for client eligibility and determining need for all services;
- Assessing and periodically reassessing a client’s bio-psychosocial history including needs of client and support system;
- Documented completion of the RWPC approved Acuity Scale evaluating client’s level of need;
- Developing and periodically reviewing a care plan based on client’s needs and choices with goals and strategies for completion;
- Implementing the care plan through time-lined strategies;
- Providing information, referrals and assistance with linkages to needed services;
- Monitoring and following up on the goals of the care plan;
- Advocating on behalf of a client to remove barriers to service;
- Collaborating with other service providers to coordinate client’s care;
- Providing appropriate crisis intervention as needed.

Activities may include:
- Case management to prevent unnecessary hospitalization or to expedite discharge.

Activities may not include:
- Coordination and follow-up of medical treatments;
- ARIES or other types of data entry;
- Compilation of outcome measures reports;
- Development, distribution, or analysis of client satisfaction surveys;
- Courtesy calls, no-shows and/or attempts to contact no-shows;
- Recreational activities.

CHILD CARE SERVICES (Part A and Part B)

HRSA Definition
Child care services are the provision of care for the children of clients who are HIV-positive while the clients attend medical or other appointments or Ryan White Program-related meetings, groups, or training. NOTE: This does not include child care while a client is at work.

Activities must include:
- Continuing or intermittent provision of basic child care including child development activities that promote cognitive learning and social skills development;

Activities may not include:
- Off-site recreational or social activities;
- Daycare while the HIV+ parent, guardian, or caretaker is at work.

DAY/RESPITE CARE FOR AFFECTED CHILD (State Services)
DSHS Definition
The provision of care for the children of clients who are HIV-positive while the clients are attending medical or psychosocial appointments, or to find or keep employment.

Activities must include:
- Continuing or intermittent provision of basic child care including child development activities that promote cognitive learning and social skills development; OR
- Provision of basic child care of a non-infected infant, child or youth that enables the HIV+ parent, guardian, caretaker, or sibling to find or keep employment (MAY BE FUNDED THROUGH STATE SERVICES GRANT ONLY.)

Activities may not include:
- Off-site recreational or social activities;

DAY/RESPITE CARE FOR CHILDREN/YOUTH

HRSA Definition
Respite care is the provision of community or home-based, non-medical assistance designed to relieve the primary caregiver responsible for providing day-to-day care of a client with HIV/AIDS.

Activities may include:
- Provision of basic child care including child development activities that promote cognitive learning and social skills development.
- Periodic and time limited respite for the caregiver of the infected child/youth.

Activities may not include:
- Off-site recreational or social activities.
- Care of an adult.

RESPITE CARE FOR ADULTS

HRSA Definition
Respite care is the provision of community or home-based, non-medical assistance designed to relieve the primary caregiver responsible for providing day-to-day care of a client with HIV/AIDS.

Activities must include:
- Structured home or center-based activities that promote skills-building and social interaction that contribute to the maintenance and/or improvement of the client’s support system.
- Periodic and time-limited respite for the caregiver(s) of the infected individual.

Activities may not include:
- Care of a child/youth.

EMERGENCY FINANCIAL ASSISTANCE

HRSA Definition
Emergency financial assistance is the provision of short-term payments to agencies or establishment of voucher programs to assist with emergency expenses related to essential utilities, housing, food (including groceries, food vouchers, and food stamps), and medication when other
resources are not available. NOTE: Part A and Part B programs must be allocated, tracked and report these funds under specific service categories as described under 2.6 in DSS Program Policy Guidance No. 2 (formally Policy No. 97-02).

**Activities must include:**
- Provision of short-term payments for essential utilities to include: water, gas and electric bills paid directly to the utility provider.

**Activities may NOT include:**
- Provision of short-term payments for transportation, food, and medication assistance or payments made directly to clients.

**OTHER- STATE SERVICES (HERR)**

**DSHS Definition**
(This service may not be funded using Ryan White Part B funds)
The provision of services not found in other service categories (e.g., Household Items, Eyewear, employment Assistance). Services to be provided under this service category must be approved by DSHS.

**HRSA Definition**
*Health education/risk reduction* is the provision of services that educate clients with HIV about HIV transmission and how to reduce the risk of HIV transmission. It includes the provision of information; including information dissemination about medical and psychosocial support services and counseling to help clients with HIV improve their health status.

**Activities must include:**
- Preparation and dissemination of the informational handbook including the following information:
  - Chart to track labs and medications
  - Efficient and useful comprehensive service agency listings
  - Risk reduction messages
  - Reasons to enter and remain in primary medical care
  - Information on Ryan White services
  - Information on eligibility for Ryan White services
  - A method to track referrals
  - General information for newly diagnosed
  - Space to write in provider information (physician, case manager, pharmacy, etc.)
  - General health information including space to document and track body weight, blood pressure, nutrition questions, and questions about medications
  - Explanation of HOPWA
  - Phone numbers of other EMAs
  - Comprehensive Care Coordination section;
- Maintaining a distribution list which must include at a minimum: key points of entry, Part A, MAI, Part B, State Services, and State HOPWA funded providers.

**Activities may not include:**
- Provision of professional and volunteer training and education.
- Provision of verbal information and/or education about risk reduction and/or available HIV-related services.
FOOD BANK

HRSA Definition
*Food bank/home-delivered meals* include the provision of actual food or meals. It does not include finances to purchase food or meals. The provision of essential household supplies such as hygiene items and household cleaning supplies should be included in this item. It includes vouchers to purchase food.

**Activities may include:**
- Providing food including fresh fruit, vegetables, meats, dairy products, staples, etc;
- Providing personal hygiene products including toothpaste, feminine hygiene, bathing soap, shampoo and deodorant;
- Providing cleaning and paper goods such as toilet paper;
- Delivery of food, personal hygiene items, and cleaning goods to a client’s home (rural areas only);
- Provision of nutritional supplements for the purpose of meal replacement.
- Provision of education for safe food preparation practices.

**Activities may not include:**
- The provision of meals;
- The provision of pet food or products;
- Nutrition counseling.

HOME-DELIVERED MEALS

HRSA Definition
*Food bank/home-delivered meals* include the provision of actual food or meals. It does not include finances to purchase food or meals. The provision of essential household supplies such as hygiene items and household cleaning supplies should be included in this item. It includes vouchers to purchase food.

**Activities must include:**
- Provision of nutritionally balanced meals, on site in a congregate housing setting, or home delivered meals to non-ambulatory individuals with a documented medical need for meal assistance.

**Activities may not include:**
- Provision of food pantry services.

CONGREGATE HOUSING (State Services)

Definition
Supervised housing in a congregate, or group, setting.

**Activities must include:**
- See definition.

**Activities may include:**
- Housing operation costs associated with the day-to-day operations of the facilities, which includes maintenance, security, operations, insurance, utilities, furnishings, equipment, supplies. Support services associated with providing direct services to clients which includes health, mental health, drug and alcohol abuse treatment and counseling, day care, nutritional services, etc.;
- Lease cost for facilities supported with HOPWA funds;
- Any other eligible activity, which is permitted in the HOPWA regulations, as stated in 24 CFR 574.300 and authorized by DCHHS.

**Activities may not include:**
- Direct payments to eligible clients.

**SHORT TERM RENTAL ASSISTANCE (HOPWA funded)**

**Definition**
Provision of rental, mortgage, and utility payments.

**Activities must include:**
- Payment of rent, mortgage, and/or utility payments to a landlord, mortgage holder (HOPWA funds only), or utility service provider.

**Activities may include:**
- Any other eligible activity, which is permitted in the HOPWA regulations, as stated in 24 CFR 574.300, 574.310, and authorized by DCHHS.

**Activities may not include:**
- Direct payments to clients or family members of clients.

**TENANT-BASED RENTAL ASSISTANCE (HOPWA funded)**

**Definition**
Provision of rental, and/or utility payments.

**Activities must include:**
- Payment of rent and/or utility payments to a landlord, mortgage holder, or utility service provider.

**Activities may include:**
- Any other eligible activity, which is permitted in the HOPWA regulations, as stated in 24 CFR 574.300 and authorized by DCHHS.

**Activities may not include:**
- Direct payments to clients.

**LEGAL SERVICES**

**HRSA Definition**
*Legal services* are the provision of services to individuals with respect to powers of attorney, do-not-resuscitate orders and interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation as it relates to services eligible for funding under the Ryan White Program. It does not include any legal services that arrange for guardianship or adoption of children after the death of their normal caregiver.

**Activities may include:**
- The preparation of powers of attorney, do not resuscitate orders;
- Interventions necessary to ensure access to eligible services including discrimination or breach of confidentiality litigation as it relates to services eligible for funding under the Treatment Modernization Act.
Activities may not include:
- Legal services related to criminal defense, class action suits, or any legal matters unrelated to CARE Act service access.
- Legal services that arrange for guardianship or adoption of children after the death of their normal caregiver.
- Wills, trusts, and bankruptcy proceedings.

LINGUISTICS SERVICES

HRSA Definition
Linguistics services include the provision of interpretation and translation services.

Activities may include:
- Verbal interpretation between a client and/or caregiver and other service provider to facilitate the delivery of services;
- Written translation of documents into another language, or Braille, for other Dallas County pass-through grant-funded agencies to facilitate the delivery of services to a client or clients;
- Sign language translation between a client and/or caregiver and other service provider to facilitate the delivery of services.

OUTREACH – LOST TO CARE

HRSA Definition
Outreach services are programs that have as their principal purpose identification of people with unknown HIV disease or those who know their status so that they may become aware of, and may be enrolled in care and treatment services (i.e., case finding), not HIV counseling and testing nor HIV prevention education. These services may target high-risk communities or individuals. Outreach programs must be planned and delivered in coordination with local HIV prevention outreach programs to avoid duplication of effort; be targeted to populations known through local epidemiologic data to be at disproportionate risk for HIV infection; be conducted at times and in places where there is a high probability that individuals with HIV infection will be reached; and be designed with quantified program reporting that will accommodate local effectiveness evaluation.

Activities must include:
- Identifying HIV positive individuals who know their HIV status and are not receiving care;
- Providing targeted verbal and written information with explicit and clear links to health care services; Directing individuals to early intervention services (EIS) or primary care (HIV counseling and testing, diagnostic, and clinical ongoing prevention counseling services with appropriate providers of health and support services);
- Educating the client on the importance of remaining in primary medical care;
- Completing follow-up by tracking linkages to primary medical care and services that will retain them in primary medical care and treatment.
- Outreach services conducted in conjunction with a primary medical care program.

Activities may include:
- Providing referrals through the Care Coordination system.
- Condom distribution
- Prevention education, which includes behavioral risk screening followed by risk reduction interventions for HIV positive persons at risk of transmitting HIV.
Activities may not include:
- HIV counseling/testing;
- Needle distribution;
- Broad scope awareness activities that address the general public;
- Marketing efforts for specific agencies that do not include information about services available in the continuum;
- Outreach conducted in group settings.

OUTREACH – STREET

HRSA Definition

Outreach services are programs that have as their principal purpose identification of people with unknown HIV disease or those who know their status so that they may become aware of, and may be enrolled in care and treatment services (i.e., case finding), not HIV counseling and testing nor HIV prevention education. These services may target high-risk communities or individuals. Outreach programs must be planned and delivered in coordination with local HIV prevention outreach programs to avoid duplication of effort; be targeted to populations known through local epidemiologic data to be at disproportionate risk for HIV infection; be conducted at times and in places where there is a high probability that individuals with HIV infection will be reached; and be designed with quantified program reporting that will accommodate local effectiveness evaluation.

Activities must include:
- Providing referrals to case management;
- Providing targeted verbal and written information;
- Directing individuals to early intervention services (EIS) or primary care (HIV counseling and testing, diagnostic, and clinical ongoing prevention counseling services with appropriate providers of health and support services;
- Educating the client on the importance of remaining in primary medical care;
- Completing follow-up by tracking linkages to early intervention services, primary medical care, and services that will retain them in primary medical care and treatment.
- Targeting populations that are identified in local needs assessment, epidemiological data, and/or service utilization data as being at high-risk of HIV disease.

Activities may include:
- Condom distribution
- Prevention education, which includes behavioral risk screening followed by risk reduction interventions to reduce acquisition/transmission of HIV; HIV counseling/testing.

Activities may not include:
- HIV counseling/testing;
- Needle distribution;
- Marketing efforts for specific agencies that do not include information about services available in the continuum;
- Outreach conducted in group settings of more than 10 individuals.

MEDICAL TRANSPORTATION SERVICES

HRSA Definition

Medical transportation services include conveyance services provided, directly or through voucher, to a client so that he or she may access health care services.
Activities must include:
- Transporting an eligible client to an HIV-related medical appointment;
- Delivering HIV-related medications to an eligible client, or in bulk quantity to community-based agencies;
- Distributing bus passes and/or taxi vouchers to provide access to HIV-related appointments.

Activities may not include:
- Transportation to a non-medical appointment.

TRANSPORTATION (STATE SERVICES)

Definition
Conveyance services provided for a client in order to accommodate access to primary medical care, or other HIV-related psychosocial services.

Activities must include:
- Transporting an eligible client to an HIV-related medical or psychosocial support appointment;
- Delivering HIV-related medications to an eligible client, or in bulk quantity to community-based agencies;
- Distributing bus passes and/or taxi vouchers to provide access to HIV-related medical appointments.

Activities may not include:
- Transportation to a non-medical or non-psychosocial support appointment.