

## OUTREACH SERVICES STANDARDS OF CARE

Programs that have as their principal purpose identification of people with HIV disease so that they may become aware of, and may be enrolled in, care and treatment services, not HIV counseling and testing nor HIV prevention education. Outreach programs must be planned and delivered in coordination with State and 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 qualified program reporting that will accommodate local effectiveness evaluation.

### GOAL

#### STANDARD OF CARE

##### HIRING STANDARDS

- All paid Outreach program staff must possess, at minimum, a high school diploma or equivalent.
- Outreach should reflect the community that the program proposes to serve.

##### TRAINING STANDARDS

- As addressed in the Universal Agency Standards of Care, all Outreach staff must complete HIV/AIDS training and cultural competency.
- Within three (3) months of hire, Outreach staff must become acquainted with all of their program's collaborating agencies (including local correctional facilities).
- Within the first (3) months of hire, Outreach staff must complete training that includes, at minimum, the following criteria:
  - HIV / AIDS Training
    - HIV Basics (i.e., getting tested, transmission, disease stages)
    - Understanding Labs (i.e., reading lab results, understanding lab values)
    - Medication and Side Effects (i.e., understanding drug resistance, side effects and the goals of medications)
    - Adherence (i.e., adherence strategies)
  - Communication Skills
    - Active Listening
    - Asking Tough Questions
    - Non-Verbal Communication
    - Responding to Conflict
    - Culture and Cultural Competency
  - Substance Use and Mental Health Recognition and Referral
  - Personal Safety on the Job

*\*Note that training may be provided by the agency, an outside agency, or online. However, funded agencies must provide documentation that Outreach staff completed the training in the prescribed time period. A list of online training resources is available from the Planning Council.*

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### JOB PERFORMANCE STANDARDS

- Outreach staff must attend the monthly interagency outreach meetings with collaborating agencies.
- Outreach staff must refer clients to Patient Navigators / Case Managers for addressing Barriers to Care.
- Outreach staff must attempt to return clients to care after an agency / medical provider referral has been given.
- Outreach staff must follow Memorandum of Understanding with collaborating agencies for proper feedback.

### REPORTING STANDARDS

- All Outreach staff should abide by local requirements for reporting, including the documentation of notes in ARIES when applicable.
- When not applicable, Outreach staff must maintain individual client records within the agency.

### **SPECIAL INSTRUCTIONS**

1. Providers must develop a Memorandums of Understanding with collaborating agencies detailing a system for proper referrals.

### **UNIT OF SERVICE**

### **OUTPUT MEASURES**

### **OUTCOME MEASURES**

\*These are decided by the Administrative Agency.