



# Other Professional Services Service Standard

## Health Resources & Services Administration (HRSA)

### Description:

Other Professional Services allow for the provision of professional and consultant services rendered by members of particular professions licensed and/or qualified to offer such services by local governing authorities.

### Limitations:

Legal services exclude criminal defense and class-action suits unless related to access to services eligible for funding under the Ryan White HIV/AIDS Program (RWHAP).

### Services:

Other Professional Services allow for the provision of professional and consultant services rendered by members of particular professions licensed and/or qualified to offer such services by local governing authorities. Such services may include:

- Legal services provided to and/or on behalf of the HRSA RWHAP-eligible PLWH and involving legal matters related to or arising from their HIV disease, including:
  - Assistance with public benefits such as Social Security Disability Insurance (SSDI)
  - 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 HRSA RWHAP
  - Preparation of:
    - Healthcare power of attorney
    - Durable powers of attorney

- Living wills
- Permanency planning to help clients/families make decisions about the placement and care of minor children after their parents/caregivers are deceased or are no longer able to care for them, including:
  - Social service counseling or legal counsel regarding the drafting of wills or delegating powers of attorney
  - Preparation for custody options for legal dependents including standby guardianship, joint custody, or adoption
- Income tax preparation services to assist clients in filing federal tax returns that are required by the Affordable Care Act for all individuals receiving premium tax credits.

### **Universal Standards:**

Service providers for Other Professional Services must follow [HRSA/DSHS Universal Standards](#) 1-46 and 161-166.

## Service Standards and Measures:

The following standards and measures are guides to improving healthcare outcomes for people living with HIV throughout the state of Texas within the Ryan White Part B and State Services Program.

Standard	Measure
<p><b>Legal Services:</b> Service agreements must be developed and signed by both the attorney and the client. Clients should work together with legal staff to determine the objective(s) of the representation.</p> <p>Attorneys must document the following in the client’s record:</p> <ul style="list-style-type: none"> <li>• How the legal service is related to the client’s HIV status</li> <li>• Types of services provided</li> <li>• Hours spent in the provision of services</li> </ul>	<ol style="list-style-type: none"> <li>1. Percentage of clients receiving legal services for assistance with public benefits with documentation of the public benefits assistance provided and outcomes.</li> <li>2. Percentage of clients receiving legal services for preparation of documents with documentation of completion of a healthcare power of attorney (POA), durable POA, and/or living will.</li> </ol>
<p><b>Permanency Planning:</b> Clients receiving assistance with permanency planning should have documentation of the type of service needed and the outcome of permanency planning.</p>	<ol style="list-style-type: none"> <li>3. Percentage of clients receiving permanency planning services with documentation of services needed and outcomes.</li> </ol>
<p><b>Income Tax Preparation:</b> Agencies must be licensed and/or qualified to offer income tax preparation services. Clients receiving assistance with income tax preparation should have documentation of the assistance provided and outcomes.</p>	<ol style="list-style-type: none"> <li>4. Percentage of clients receiving income tax preparation services with documentation of the assistance provided and outcomes.</li> </ol>
<p><b>Case Closure:</b> Cases may be closed when:</p> <ul style="list-style-type: none"> <li>• The legal or benefit issue has been resolved</li> <li>• The client has not had direct program contact for three months</li> </ul>	<ol style="list-style-type: none"> <li>5. Percentage of closed cases with documentation of case closure, including the reason for closure.</li> </ol>

- The client voluntarily discontinues the service
- The client improperly uses the service
- The client has not complied with the client services agreement
- The client is deceased

Documentation of case closure, including the reason for case closure, should be made in the client's record. If the case is closed for a reason other than the objectives of the services have been met, the agency must notify the client about case closure in writing.

Note: Staff should not inactivate clients in Take Charge Texas (TCT) at the time of case closure or graduation, unless the case is being closed due to a deceased client.

## References:

Division of Metropolitan HIV/AIDS Programs, HIV/AIDS Bureau (HAB). [Ryan White HIV/AIDS Program \(RWHAP\) National Monitoring Standards for RWHAP Part A Recipients](#). Health Resources and Services Administration, June 2022.

Division of State HIV/AIDS Programs, HIV/AIDS Bureau (HAB). [Ryan White HIV/AIDS Program \(RWHAP\) National Monitoring Standards for RWHAP Part B Recipients](#). Health Resources and Services Administration, June 2022.

Ryan White HIV/AIDS Program. [Policy Notice 16-02: Eligible Individuals & Allowable Uses of Funds](#). Health Resources & Services Administration, 22 Oct. 2018.