



Central Florida HIV Planning Council (CFHPC)

Bylaws Reference: Not Applicable

Scope: Ryan White HIV/AIDS Program Part A Recipient and Part B Lead Agency

Program procedure: CFHPC-POLICY-35

Title: [Service Standards](#)

Effective: 7/26/23

Revised: 11/7/24

Purpose:

To establish guidelines on the process for developing, reviewing, and approving the Orlando Service Area (OSA) HIV Services Service Standards.

Policy:

The Planning Council shall review the established Orlando Service Area (OSA) HIV Service Standards (Service Standards) as needed or every three years from the last review period, whichever occurs first.

New Service Standards shall be developed, reviewed, and approved by the Ryan White HIV/AIDS Program (RWHAP) Part A Recipient, the Ryan White HIV/AIDS Program (RWHAP) Part B Lead Agency, and the Central Florida HIV Planning Council (CFHPC).

Procedure (Development):

1. The Planning Council shall develop new Service Standards upon allocation of funds to a previously unfunded service category during the Priority Setting and Resource Allocation (PSRA) process. The process for developing Service Standards is as follows:
 - a. Planning Council Support (PCS) will research Service Standards from other Eligible Metropolitan Areas (EMAs), Transitional Grant Areas (TGAs), and/or Service Areas. The external Service Standards will be presented to the Service Systems Planning & Quality (SSPQ) Committee for review and discussion.
 - b. PCS will also create a draft Service Standard based on the research and present it to the SSPQ Committee for review and feedback.



- c. The SSPQ Committee and the RWHAP Part A Recipient and/or Lead Agency shall be given thirty (30) days to review the initial draft and external Service Standard examples to develop feedback and recommendations. The Part A Recipient, Part B Lead Agency, and SSPQ members should send any recommended changes or edits to the draft to PCS prior to the next scheduled SSPQ meeting after the initial review period.
- d. At the next SSPQ meeting after the initial review period members shall review the updated draft for review and discussion. Steps “a” through “g” under the Review and Approval Procedure shall then be followed.

Procedure (Review & Approval):

1. Planning Council Support (PCS) shall use a tracking tool to ensure that Service Standards are being reviewed within the appropriate timeframe and in the correct order. The process for reviewing Service Standards is as follows:
 - a. A draft of the Service Standard shall be presented to the Service Systems Planning & Quality (SSPQ) Committee for initial review and discussion.
 - b. The Part A Recipient and/or Part B Lead Agency will review the feedback from the SSPQ Committee and make the necessary updates. The Service Standard will then be sent to the SSPQ Committee for a 30-day review.
 - c. At the next scheduled SSPQ meeting the Committee will review the Service Standard and make any necessary changes. The Committee will then vote to move the Service Standard forward to the Executive Committee.
 - d. Planning Council Support will send the updated Service Standard to the RWHAP Part A and B funded subrecipients (Providers) for review and feedback. A minimum of at least two (2) weeks will be given to the Providers to submit input in writing to PCS.
 - e. The Service Standard and input from the Providers shall be presented at the next scheduled Ryan White Community Meeting (the Community) for discussion and feedback.
 - f. The Service Standard and any input from the Providers and the Community will be presented at the next scheduled Executive Committee meeting for review. If the Executive Committee agrees that further review



is necessary, it may send the Service Standard back for additional review and changes, repeating steps “c” through “f”.

- g. The final Service Standard shall be presented for discussion and approval by the full Planning Council. Any changes made to a Service Standard during the review process shall obtain final approval from the full Planning Council prior to being established.
2. Once a Service Standard receives approval by the full Planning Council:
- a. Planning Council Support shall upload the final document to the CFHPC website for public access within three (3) business days.
 - b. Planning Council Support shall distribute the final document to the RWHAP Part A and B funded subrecipients.
 - c. The Part A Recipient and Part B Lead Agency shall ensure that subrecipients are trained on new and revised Service Standards.