

## Service Standards CFHPC Policy-35

<i>Bylaws Reference</i>	N/a
<i>Scope</i>	Ryan White HIV/AIDS Program Part A Recipient and Part B Lead Agency
<i>Effective</i>	7/26/23
<i>Revised</i>	8/27/25

### Purpose

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

### Policy

1. The Planning Council shall review the established Orlando Service Area (OSA) HIV Services Service Standards (Service Standards) as needed or every three years from the last review period, whichever occurs first.
2. New Service Standards shall be developed (when a new service category is funded), reviewed, and approved by the Ryan White HIV/AIDS Program Part A Recipient (RWHAP), the Ryan White HIV/AIDS Program (RWHAP) Part B Lead Agency, and the Central Florida HIV Planning Council (CFHPC).

### Procedure

1. Planning Council Support (PCS) shall use a tracking tool to ensure that Service Standards are reviewed within the appropriate timeframe and in the correct order. The process for reviewing Service Standards is as follows:
  - a. The Part A Recipient and/or Part B Lead Agency will review the Service Standard and provide necessary updates.
  - b. A draft of the revised Service Standard shall be presented to the Service Systems Planning & Quality (SSPQ) Committee for a 30-day review period, or until the next scheduled SSPQ meeting, whichever occurs first.
  - c. At the next scheduled SSPQ meeting, the Committee will review the Service Standard and the recommendations from the Part A Recipient, Part B Lead Agency, and the RWHAP Providers to make any necessary changes. The Committee will then vote to move the Service Standard forward to the Ryan White Community Meeting and Executive Committee.



- d. Planning Council Support will send the updated Service Standard to the points of contact for the RWHAP Part A and B funded subrecipients (Providers) for review and feedback. Providers will have the time between the SSPQ Committee meeting and the next scheduled Executive Committee meeting to review the Service Standard and submit written input to PCS. The Service Standard will all proposed changes shall be presented at the next scheduled Ryan White Community Meeting (the Community) for discussion and feedback. PCS shall send the edited Service Standard to the Community via e-newsletter (individuals must opt-in to receive this communication).
  - e. The Service Standard with all proposed changes 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 or if substantial feedback is received from the Providers or Community it may send the Service Standard back to the SSPQ Committee for additional review and changes, repeating steps c through f.
  - f. 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.