

# **Ryan White Part A Quality Management**

Legal Services  
Service Delivery Model

**Palm Beach County**

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Palm Beach County Care Council  
Quality Management Committee &  
Medical and Support Services Committee

# **Ryan White Part A Quality Management**

## **Legal Services Service Delivery Model**

### **Statement of Intent**

All Ryan White Part A funded practitioners are required by contract to adhere, at a minimum, to the Public Health Service (HHS) Guidelines.

### **Service Definition**

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 include legal services for permanency planning for an individual or family where the responsible adult is expected to pre-decease a dependent (usually a minor child) due to HIV/AIDS; includes the provision of social service counseling or legal counsel regarding

1. The drafting of wills or delegating powers of attorney, and
2. Preparation for custody options for legal dependents including standby guardianship, joint custody or adoption. It does not include legal services for criminal defense, or for class-action suits unrelated to access to services eligible for funding under the Ryan White HIV/AIDS Program.

## Standards of Care

Standard	Indicator	Data Source
1. Competent provision of legal services to HIV/AIDS community and dependents.	1.1 Show evidence of State of Florida license to practice law (as applicable). 1.2 Training of paralegals and other support staff occurs for programmatic staff (those working with HIV/AIDS population). 1.3 Minimum training requirement (AIDS 101 for support staff, AIDS 104 for attorneys and paralegals).	1.1.1 Documentation at agency 1.2.1 AIDS 101 and 104 curricula (only applies to programmatic staff) 1.3.1 Personnel files
2. Reasonable response time to telephone inquiries/referrals.	2.1 Procedures in place to route calls/referrals to available staff. 2.2 Grievance procedures in place when client feels calls are not returned in a timely manner.	2.1.1 Review of policies and procedures regarding telephone/referral response 2.2.1 Review of policies and procedures regarding telephone/referral response
3. Records display intake documentation.	3.1 100% of records show intake form and outcome or resolution. 3.2 Notification of outcome for resolution is provided to referring agency, if applicable.	3.1.1 Documentation in client file 3.2.1 Documentation in client file
4. Clients or caretakers receive disposition or resolution of legal issue.	4.1 100% of legal services document progress toward resolution of presenting issue. 4.2 Desired outcomes achieved in at least 50% of legal services. 4.3 With client's consent, progress report shared with case management agency (Florida Law statute), if applicable.	4.1.1 Documentation in client file 4.2.1 Documentation in client file 4.3.1 Documentation in client file

\*Standards of Care are guidelines or flexible directions to be used in the treatment of HIV/AIDS. Departures from these standards may arise due to a client's unique situation and/or based on an experienced professional's judgment.