Outreach Services
Service Standard

HRSA Definition: The principal purpose of the Outreach Services category is to identify people living with HIV (PLWH) who either do not know their HIV status, or who know their status but are not currently in care. Outreach Services provide the following activities:

- Identification of people who do not know their HIV status and/or
- Linkage or re-engagement of PLWH who know their status into RWHAP services

Provision of additional information and education on health care coverage options.

Limitations: Recipients and subrecipients may use Outreach Services funds for HIV testing when RWHAP resources are available, however testing must not supplant other existing funding.

Services:
Outreach Services must:
1. Use local epidemiological data to focus outreach efforts on populations and places that have a high probability of reaching PLWH who
   a. have never been tested and are undiagnosed;
   b. have been tested, diagnosed as HIV positive, but have not received their test results, or
   c. have been tested, know their HIV positive status, but are not in medical care;
2. be conducted at times and in places where there is a high probability that PLWH will be identified;
3. be delivered in coordination with local and state HIV prevention outreach programs to avoid duplication of effort; and
4. designed with quantified program reporting that will accommodate local effectiveness evaluation.

Outreach Services are often provided to people who do not know their HIV status therefore activities within this service category will likely reach people who are HIV negative. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services. HIV-negative people may receive Outreach Services and should be referred to risk reduction activities.

Outreach Services may be provided through community and public awareness activities (e.g., posters, flyers, billboards, social media, TV or radio announcements) that meet the requirements above and include explicit and clear links to and information about available RWHAP services. Outreach Services may include both case findings and client recruitment through street outreach.

Program Guidance:
Outreach Services provided to an individual or in small group settings cannot be delivered anonymously, as some information is needed to facilitate any necessary follow-up and care.
Outreach Services must not include outreach activities that exclusively promote HIV prevention education. Outreach services data are reported in the RSR in aggregate. Outreach models may vary by provider, but outreach services should increase available access points to care.
Service Standard and Performance Measure
The following Standards and Performance Measures are guides to improving health outcomes for PLWH throughout the State of Texas within the Ryan White Part B and State Services Program.

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| **Linkage:** Identified PLWH who do not know their status will be linked to a RWHAP or non-RWHAP service provider to facilitate the transition to medical services. Outreach models vary by provider, but outreach services should increase available access points to care. Identified PLWH who do not know their status may be linked to the following services:  
  - Early Intervention Services  
  - Medical Case Management Services  
  - Non-Medical Case Management  
  - Outpatient Ambulatory Health Services  
  - Referral for Health Care | Percentage of identified PLWH who did not know their status that have documented evidence of linkage to a service provider.  
Percentage of individuals with documented evidence of follow-up to determine PLWH linkage to RWHAP services in the Outreach provider primary record. |
**Re-engagement:** Identified PLWH who know their status but not currently in care will be re-engaged into RWHAP or non-RWHAP services to facilitate access to appropriate medical care and obtain needed support services. Outreach models vary by provider, but outreach services should increase available access points to care. Identified PLWH who know their status but not in care may be re-linked to a previous medical provider or case manager.

Outreach Services include follow-up to ensure the identified PLWH scheduled or attended a medical appointment.

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<th>Percentage of identified PLWH who know their status but not in care that have documented evidence of re-linkage to a service provider.</th>
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<td>Percentage of individuals with documented evidence of follow-up to determine PLWH linkage to RWHAP services in the Outreach provider primary record.</td>
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References


HRSA Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02 (Revised 10/22/18). Located at: https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf