



The following is a summary of updates that have been made to the FY 23 Service Standards:

1. Revised the following language regarding eligibility, insurance, and recertification to **Section I: Universal Standards**. In addition, revised language throughout the document from “People with HIV” to “People living with HIV.”

“Are accessible to all people living with HIV in the designated 10 counties that constitute the Boston EMA.”
2. Revised the following language regarding eligibility to **Section I: Universal Standards, 1.0 Eligibility, Insurance & Recertification**. In addition, revised language throughout the document that states “low-income” to “income-eligible.”

“Services delivered by the provider are available in settings that are readily accessible to income-eligible individuals.”
3. Updated language in **Section I: Universal Standards, 2.1 Intake, Discharge, Transition & Case Closure**. Inserted language throughout the document to include the word business in front of the number of days throughout the document.

“Within 14 business days of the initial contract with a client, the agency must perform on intake.”
4. Added the following language regarding threatening behavior to **Section I: Universal Standards, 2.4 Discharging, Transferring & Case Closures**.

“Exhibits violent or threatening behavior that prevents the provision of a service or that prohibits another client from receiving services.
5. Replaced the word died with passed away to **Section I: universal Standards, 2.4 Discharging, Transferring & Case Closures**.
6. Replaced the number 3 with the phrase three (3) to **Section I: universal Standards, 2.4 Discharging, Transferring & Case Closures**.
7. Revised language regarding staff safety to **Section I: Universal Standards, 5.0 Staff Safety Standards**.

“A written safety policy/protocol is on file at the agency location.”
8. Added the following language to improve clarity regarding emergency situations to **Section III: Support Services, 11.1 Emergency Financial Assistance Assessment**.

“A significant increase in bills that prevents a client from addressing both basic needs to maintain positive health outcomes and the increased cost of bill(s).”
9. Updated language to include American Express as a listed bank company to **Section III: Support Services, 11.3 EFA Voucher**.