



The following is a summary of updates that have been made to the FY 24 Service Standards:

1. Updated **Section I: Universal Standards, 2.2 Confidentiality Policy**, to include “Confidentiality Policy” specifically within the measure section.  
  
“Confidentiality Policy and Release of Information policy reviewed, signed, and dated by client annually, and placed in file.”
2. Revised the following language in **Section I: Universal Standards, 3.7 Refusal of Services Policies & Procedures**.  
  
“Provider has policies and procedures in place for clients who have been or who refuse a service along with appropriate documentation thereof.”
3. Modified language in **Section I: Universal Standards, 3.8 Engagement of Income-eligible Clients**, from “low-income clients” to “income-eligible clients”. This update reflects changes made in the previous year and ensures consistency across the document.
4. Revised naming of **Section I: Universal Standards, 4.3 Supervision of Service Delivery of Funded Service Categories** to “4.3 Supervision of Funded Services.”
5. Revised **Section I: Universal Standards, 5.0 Staff Safety Standards** to capitalize the first letter of main words in subtitles.
6. Added the following language regarding the timeframe of reporting in **Section I: Universal Standards, 5.4 Protocol For Incident Reporting**.  
  
“Policies must contain a timeframe of when the incident occurred to when the follow-up report is expected to happen.  
  
\*The specific timeframe would have to be determined by the agencies, with adherence to BPHC's grievance and incident policy.”
7. Revised the following language in **Section I: Universal Standards, 6.3 Archiving**.  
  
“Subrecipient will archive client files that meets the minimum requirements in accordance with state, federal, and other legal regulations.”
8. Modified language in **Section III: Support Services, 12.3 Agency Drivers**, from “a valid Massachusetts driver’s license” to “a valid driver’s license”.
9. Modified language in **Section III: Support Services, 16.3 Agency Drivers**, from “a valid Massachusetts (or New Hampshire) driver’s license” to “a valid driver’s license”.
10. Updated **Section III: Support Services, 16.4 Mobility Impaired & Other Special Needs** to “16.4 Mobility Accommodations and Ride Accessibility”. In addition, edited all sections to be section 16, in accordance with Section 16.0 Medical Transportation.