

**COUNTY OF SAN DIEGO  
HEALTH AND HUMAN SERVICES AGENCY  
HIV PLANNING GROUP**

**CHILD CARE SERVICES  
SERVICE STANDARDS  
FOR RYAN WHITE CARE AND TREATMENT**



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## Child Care Services

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### Service Category Definition

Intermittent child care services for the children living in the household of HIV-infected clients for the purpose of enabling clients to attend medical visits, related appointments, and/or Ryan White HIV/AIDS Program (RWHAP)-related meetings, groups, or training sessions.

### Purpose and Goals

The goal is to provide child care services for children of HIV-positive individuals receiving Ryan White program services during Ryan White-related appointments, group sessions or meetings.

### Intake

Services are available to children (infancy through 12 years of age) living in the household of individuals with a confirmed HIV diagnosis and their affected family members while attending medical visits, related appointments, and/or Ryan White-funded meetings, groups, or training sessions. Case managers will arrange this service.

### Key Service Components and Activities

The service consist of a variety of child care options for children between the ages of infancy and twelve years of age to address the needs of families, including provision and coordination of/with on-site child care and off-site/outstationed child care at other community service sites or locations. Specifically, providers may:

- Offer assistance to improve access to subsidized child care programs at the YMCA Child Care Resource Center, San Diego Head Start and other community-based programs
- Offer assistance to clients who need licensed child care or babysitting on a regular basis to determine eligibility and ability to access other programs
- Provide on-site service in conjunction with other services
- Offer services through in-house child care workers or a licensed domestic service agency
- Offer a children's activities program, with age appropriate activities, toys and other supplies

Services are also available, if permitted at the appointing clinic, for parents and caregivers attending medical, dental and mental health care appointments, including support groups, on-site. Child care is prioritized for appointments so family members can access support service needs, but may be available for other purposes as determined appropriate. For parents and caregivers utilizing on-site services, at least one parent or caregiver must remain on-site.

Standard	Measure
Staff will maintain records on who received child care services and the type of service provided	Documentation of clients who received child care services and the types of services received

### Personnel Qualifications

On-site child care is provided as cited in California Code of Regulations, Title 22, Division 12, Chapter 1, Section 101158 (<http://www.dss.cahwnet.gov/getinfo/pdf/cc1.PDF>).

Standard	Measure
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Standard	Measure
Staff will meet minimum qualifications	Documentation of appropriate licensure
Staff will have clear understanding of job responsibilities	Documentation of current job descriptions on file that are signed by staff and appropriate supervisors
Staff are competent	Documentation of a training plan that includes specific topics, identification of the trainer, and a timeline for all newly employed staff

### Assessment

The determination of need for child care services will be made by case managers, substance abuse counselors, primary care or oral health providers and will only be available during the duration of the client's RW service.

Standard	Measure
Staff will assess clients' needs for child care services	Documentation of the clients' need for child care services from the appropriate provider
Staff will maintain records on the number of hours child care services are provided	Documentation on the number of hours child care was provided to clients

### Client Rights and Responsibilities

All providers will have written policies and procedures for a complaint process. The policy will identify staff responsible, an appeal process, tracking system, follow-up procedures, and a timeline. Child care services providers will use relevant Federal, State and County regulations for investigating and resolving complaints. A copy of the complaint policy will be conspicuously displayed. Complaints and investigation results will be forwarded to the County within 24 hours of both the receipt and resolution of the complaint.

Standard	Measure
Providers have policies regarding the rights and responsibilities of child care services clients	Documentation of policies and procedures for a complaint process

### Complaint Process

All providers will have written policies and procedures for an internal complaint process. The policy will identify staff responsible, an appeal process, tracking system, follow-up procedures, and a timeline.

The complaint process will be posted in a prominent location. In addition to the internal complaint process, information on how clients may contact the County of San Diego's HIV, STD and Hepatitis Branch (HSHB) will be provided.

Standard	Measure
Clients' rights are protected and clients have access to a complaint resolution process and are made aware of such a process and the outcome	Documentation of a complaint policy
Clients can file a complaint	Verification of visible goldenrod (English and Spanish) placement in client sites

### Cultural and Linguistic Competency

Cultural competency as defined by the HIV Planning Group is: "Recognizing the differences in physical and emotional life challenges, including disabilities of all kinds, culture and ethnicity, religion and spirituality, and in histories, traditions and languages. More specifically, all providers must have the ability

to provide appropriate and acceptable services to all potential and current clients, including people of color, gay men, men who have sex with men (MSM), men or women at risk for HIV, bisexual men and women, transsexuals, transgender individuals, gender non-binary individuals, persons who use substances, persons with mental health concerns, persons of differing abilities, and others. Providers who serve any of these groups will make reasonable accommodations in service provisions.”

All providers must include a requirement in their policies that all staff, board members and volunteers possess knowledge of the Ryan White Part A program and the Americans with Disabilities Act. Program policies and procedures regarding cultural competency will address cultural sensitivity, diversity, and inclusiveness. Policies on cultural competency are given to clients at intake. Provider’s intake procedures will assess client access issues, including cultural needs, physical accessibility, and service location.

Providers must assess and ensure the training and competency of individuals who deliver language services to assure accurate and effective communication between clients, staff and volunteers to transcend language barriers and avoid misunderstanding and omission of vital information. Staff working directly with clients must receive a minimum of four hours of cultural sensitivity training each year.

Providers will also identify staff and volunteers who can provide bilingual/bicultural services to individuals who need or prefer to communicate in other languages. If there are no staff members or volunteers who can perform this function, the provider will develop alternate methods to ensure language appropriate services are available. Providers will employ proactive strategies such as partnering with other local organizations to develop a diverse workforce.

Standard	Measure
Agency policies will address cultural and linguistic competency	Documentation on policies on cultural competency
Staff will receive annual training on cultural competency	Documentation of all staff trainings on cultural competency
	Copies of the curriculum and handouts etc. kept on file (If training is provided by the provider)
Staff and volunteers are bilingual and can address the language needs of the populations they serve. If there are no appropriate bilingual people on staff, a plan is in place to ensure language needs are met	Copy of written plan to address
Provider will have written materials in the appropriate languages for the communities being served that are available to clients	Materials will be available.

**Privacy and Confidentiality**

All providers must develop written policies and procedures that address security, confidentiality and access and operations.

- All physical case files and electronic files are secured at all times.
- All activities that relate to client data will have appropriate safeguards and controls in place to ensure information security.
- All employees and volunteers working under this agreement have signed a confidentiality agreement.
- All staff orientation materials include client confidentiality policies and procedures and indicate how they are communicated to staff and volunteers.

Policies regarding confidentiality are presented to and signed by clients and maintained in clients' case files. A release of Information form will also be signed by clients as needed. Prior to releasing any client information, signed by clients, providers must obtain written consent which includes:

- The name of the program or person permitted to make the disclosure;
- The name of the client;
- The purpose and content (kind of information to be disclosed) of the disclosure;
- Client's signature or legal representative's signature.
- Policies regarding confidentiality are presented to and signed by clients and maintained in case files

Make available a private, confidential environment for clients to discuss their cases.

Standard	Measure
Staff will develop written policies and procedures that address security, confidentiality, access and operations	Copies of policies and procedures
All files are secured	Inspected and noted during routine site visits
Staff and volunteers will receive training on privacy and confidentiality	Documentation of all staff/volunteer trainings on privacy and confidentiality
	Copies of the curriculum and handouts etc. kept on file (If training is provided by the provider)

- All training logs and personnel files demonstrate that staff and volunteers have received adequate training on privacy and confidentiality, upon initial hire and annually thereafter. Training will address HIPAA, security measures and other topics related to client confidentiality.

All providers must ensure that written policies regarding confidentiality are presented to and signed by clients and maintained in clients' case files. A release of Information form will also be signed by clients as needed. Prior to releasing any client information, providers must obtain written consent which includes:

- The name of the program or person permitted to make the disclosure;
- The name of the client;
- The purpose and content (kind of information to be disclosed) of the disclosure;
- Client's signature or legal representative's signature.

All providers will make available a private, confidential environment for clients to discuss their cases, especially when addressing fear and concern about their diagnosis and disclosure of their HIV status. Providers will inform clients that they will maintain confidentiality of other persons with HIV infection.

Standard	Measure
Staff will develop written policies and procedures that address security, confidentiality, access and operations	Copies of policies and procedures
All files are secured	Inspected and noted during routine site visits
All staff and volunteers have undergone a thorough background check	Documentation of background checks
Staff and volunteers will receive training on privacy	Documentation of all staff/volunteer trainings on

Standard	Measure
and confidentiality	privacy and confidentiality Copies of the curriculum and handouts etc. kept on file (If training is provided by the provider)

