



# Summary of Changes

FY 2025 Service Standards

March 3, 2025

The following is a summary of updates that have been made to the FY 25 Service Standards:

1. Revised **Section I: Universal Standards, 1.2 HIV Status**, to “Diagnosis letter signed by a licensed medical professional.” Additionally, revised the wording to say “Positive test results consistent with HIV diagnosis.”
2. Updated **Section I: Universal Standards, 1.3 Income**, to include: a written letter signed by client attesting to no income as one of the documents of proof.
3. Updated the language in **Section I: Universal Standards, 1.4, Boston EMA Residency**, to include: Driver’s License/State Issued ID, Bank Statement, Paycheck or Benefits Statement, and Written letter signed by client attesting to residency as eligible documents to prove residency
4. Added the following specifications to **Section I: Universal Standards, 2.3 Rights and Responsibilities and Grievance Policy**:  
  
“All major grievances should be reported to the Ryan White Services Team at BPHC within 30 days.”
5. Revised **Section I: Universal Standards, 3.7 Refusal of Services Policies & Procedures**, to say the following in order to be more explicitly bidirectional:  
  
“Documentation of each client that has either refused a service themselves or has been refused a service with the rationale for refusal.”
6. Added the following language regarding timeframe of reporting in **Section I: Universal Standards, 5.4 Protocol For Incident Reporting** to be more specific and time-bound:  
  
“All major incidents should be reported to the Ryan White Services Team at BPHC within 30 days.”
7. Added the following language to **Section I: Universal Standards, 7.3 Formulary**:  
  
“Decisions about medication costs must be inclusive of the medicine regimen and the way the medication is procured and delivered.”
8. Updated the language in **Section II: Core Medical Services, Section 8.4, Medical Case Management** from “continuous” to “regularly.”
9. Revised **Section III: Support Services Section 11.2, Tracking EFA** from “...and of EFA provided” to:  
  
“...and purpose and link to HIV care outcome of EFA provided.”
10. Updated **Section III: Support Services, 13.0 Housing** to include the following language:  
  
“RWHAP funding may be used to pay for a client’s security deposit if the subrecipient has policies and procedures in place to ensure that the security deposit is returned to the RWHAP recipient or subrecipient and not to the RWHAP client.”

11. Updated **Section III: Support Services, Section 13.0 Housing** to include Payment Return to the subrecipient if money is used for a security deposit to the list of payment policies and updated language to the regulation that payments cannot be made for security or rental deposits.