



BROWARD COUNTY RYAN WHITE PART A PROGRAM

Legal Services Service Delivery Model

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I. Service Definitions

HRSA Definition¹

Other Professional Services: Legal services provided to eligible individuals living with HIV and involving legal matters related to or arising from their HIV diagnosis, include:

- Assistance with public benefits such as Social Security Disability Insurance (SSDI)
- Interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation as it relates to services eligible for funding under the Ryan White Part A Program
- Preparation of health care power of attorney, durable powers of attorney, and living wills
- Permanency planning to help clients/families make decisions about the placement and care of minor children after their parents/caregivers are deceased or are no longer able to care for them, including:
 - Social service counseling or legal counsel regarding the drafting of wills or delegating powers of attorney; and
 - Preparation for custody options for legal dependents including standby guardianship, joint custody, or adoption.
- Income tax preparation services to assist clients in filing Federal tax returns that are required by the Affordable Care Act for all individuals receiving premium tax credits

Local Definition

Legal Services provide legal representation to eligible clients for preplanning activities, including durable powers of attorney documents, do not resuscitate orders, living wills, and trusts. Legal Services also provide interventions to ensure access to eligible benefits and prevent denial of access to housing or eviction caused by discrimination or breach of confidentiality related to HIV status. This includes assistance with public benefits, which encompasses legal intervention following denial of Social Security benefits. The provision of Legal Services also includes the preparation of advance directives concerning guardianship of the eligible individual and the guardianship or adoption of the eligible person's children but does not cover legal services or proceedings, which occur after the eligible person's death. Legal services may also include income tax preparation services to assist clients in filing Federal tax returns in accordance with Affordable Care Act requirements.

II. Key Service Components and Activities

In addition to the Legal Services Service Delivery Model (SDM), all providers must adhere to the minimum requirements set forth in the [Broward County Ryan White Part A Universal SDM](#). Providers must also adhere to standards and requirements set forth in the [Broward County, Human](#)

¹ Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02. Health Resources and Services Administration (HRSA)/ HIV/AIDS Bureau (HAB). [Online] October 22, 2018. https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf.

[Services Department, Community Partnerships Division Provider Handbook for Contracted Services Providers](#), individual contracts, and applicable contract adjustments.

Providers must refer to their individual contract for service-specific client eligibility requirements. Funds may be used to support and complement pro bono activities. All legal assistance must be provided under the supervision of an attorney licensed by the Florida Bar Association. Only civil cases are covered under this service category. Providers of Legal services are expected to comply with applicable State and/or Federal standards and guidelines relevant to services delivered within this service category.

III. Broward Outcomes and Indicators

Table 1. Outcomes, Indicators, and Measure

Outcomes	Indicators	Measure
1. Increased access to benefits for which the client is eligible.	1.1. 80% of clients whose cases are accepted for representation at a Social Security Administrative Law Judge hearing will win approval of cash benefits and/or medical benefits thus improving their financial stability.	1.1.1. Legal assessment 1.1.2. Documentation of cases in client file
	1.2. 60% of clients whose cases are accepted for representation at the Social Security Appeals Council will win approval of cash benefits and/or medical benefits or will have their case remanded for a hearing before an Administrative Law Judge.	1.2.1. Legal assessment 1.2.2. Documentation of cases in client file

IV. Assessment and Service Plan

Assessment

Providers must develop and utilize a legal needs assessment to assess clients for legal needs. The completed legal needs assessment must be signed and dated by the provider and client and documented in the client profile, and any applicable data must be entered in the designated HIV Management Information System (MIS). The legal needs assessment should be a comprehensive tool that screens for legal necessities, including but not limited to:

- Public benefits eligibility
- Permanency planning needs
- Experiences of discrimination

- Experiences of confidentiality breach
- Financial needs
- Housing needs
- Domestic violence history
- Family law issues
- Tax law issues

Service Plan

Providers must work with the client to develop a service plan upon completion of the legal needs assessment. The service plan must meet the client's legal needs and contain the following components, at a minimum:

- Specific legal needs and desired resolutions/outcomes
- Type of service provided to meet client's legal needs (legal advice, legal consulting, representation in court and/or administrative proceedings, and/or referrals to pro-bono attorneys or other providers/programs)
- Estimated date of legal need resolution
- Client participation (including any actions client must take to assist in the resolution of legal issues)

Providers must review client service plans at least quarterly, or as needed in the event of a change in client legal needs. The service plan review includes:

- Review of current status of legal needs, including progress made on addressing previously identified legal needs in the service plan
- Coordination with client regarding next steps to resolve the legal needs
- Updating the service plan based on current status of legal needs

V. Standards for Service Delivery

Table 2. Legal Services Standards for Service Delivery

Standard	Measure
1. Client completes the legal needs assessment.	1.1. Completed legal needs assessment in the client file.
2. Provider develops a service plan with each client that meets the needs identified in the legal needs assessment.	2.1. Service plan documented in the client file.
3. Provider reviews client service plans at least quarterly, or as needed in the event of a change in client legal needs.	3.1. Updated service plan documented in the client file.
4. Client receives disposition or resolution of legal needs.	4.1. Documentation of disposition or resolution of legal needs in the client file.

5. All assistance provided to clients and progress made toward meeting service plan needs must be documented in the client file within three business days of client contact.	5.1. Documentation of all assistance provided to client in the client file.
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