



## SERVICE CATEGORY DEFINITION

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### **Mental Health Services:**

Mental health services are the provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to clients living with HIV. Services are based on a treatment plan, conducted in an outpatient group or individual session, and provided by a mental health professional licensed or authorized within the state to render such services. Such professionals typically include psychiatrists, psychologists, and licensed clinical social workers.

Mental Health Services includes:

- Services to assist infected and affected HIV-positive clients only
- To cope with the emotional and psychological aspects of living with HIV disease;
- Intensive mental health therapy and counseling (individual and family)
- General mental health therapy, counseling, and bereavement support for clients as well as non-HIV infected family members or significant others;
- Crisis counseling and referral will be available to clients and care givers; and
- Health Literacy assessment using the TGA's Health Literacy screening tool.

## CLIENT INTAKE AND ELIGIBILITY

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All Subrecipient's are required to have a client intake and eligibility policy on file that adheres to the TGA eligibility policy. It is the responsibility of the Subrecipient to determine and document client eligibility status, as outlined in the Ryan White Part A Eligibility Policy in accordance with HRSA/HAB regulations. Eligibility must be completed at least once every six months.



Eligible clients must:

- ◇ Live in the City of Paterson, Passaic County, and/or Bergen County, New Jersey;
- ◇ Have a documented diagnosis of HIV/AIDS;
- ◇ Have a household income that is at or below 500% of the federal poverty level;
- ◇ Be uninsured or underinsured.

Services will be provided to all Ryan White Part A qualified clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, or any other basis prohibited by law.

## **PERSONNEL QUALIFICATIONS**

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Mental Health Services must be provided by trained licensed or certified health care workers to include:

1. Licensed Clinical Social Worker;
2. Licensed Master Social Worker (LSW) (is under a clinical supervision plan);
3. Marriage and family therapist;
4. Licensed professional counselor;
5. Psychologist;
6. Psychiatrist;
7. Psychiatric nurse;
8. Psychotherapist.

Provider shall have an established, detailed staff orientation process. Orientation must be provided to all staff providing direct services to patients within thirty (30) working days of employment, including at a minimum:

1. Crisis intervention procedures;
2. Service Standards;
3. Confidentiality;
4. Documentation in case records; (eCompass training);
5. Consumer rights and responsibilities;
6. Consumer abuse and neglect reporting policies and procedures;
7. Professional ethics;
8. Emergency and safety procedures;
9. Data management and record keeping; and
10. Review of job description.



## CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The goal is to minimize crisis situations and stabilize clients’ mental health status in order to promote health care maintenance and positive health outcomes.

Clinical Quality Improvement outcome goals for mental health services include:

- 100% of all mental health clients have a diagnosis of mental illness or a mental health condition.
- 90% of all mental health client files include documentation of a completed comprehensive treatment plan, including modality, frequency and duration.
- 90% of mental health services clients are linked to medical care as documented by at least one medical visit, viral load or CD4 test reported in the measurement year.

## SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
1. Mental health services are provided by trained professionals	Documentation of current New Jersey licensures reviewed.	100%
2. Clients receiving mental health services have a detailed treatment plan that includes the diagnosis of mental health illness or condition.	Documentation of diagnosis of mental health illness or condition evident in the client chart.	100%
3. Clients receiving mental health services have a detailed treatment plan that includes the treatment modality (group or individual).	Documentation of treatment modality recommendation evident in the client chart.	90%
4. Clients receiving mental health services have a detailed treatment plan that includes the start date for mental health services	Documentation of start/end date for mental health services evident in the client chart	90%



5.	Clients receiving mental health services have a detailed treatment plan that includes the recommended number of sessions	Documentation of recommended number of sessions evident in the client chart.	90%
6.	Clients receiving mental health services have a detailed treatment plan that includes the date for reassessment.	Documentation of recommended date for reassessment evident in the client chart.	90%
7.	Clients receiving mental health services have a detailed treatment plan that includes any recommendations for follow up.	Documentation of recommendations for follow up evident in the client chart.	90%
8.	Clients receiving mental health services have a detailed treatment plan that includes the signature for the mental health professional rendering service and client's signature.	Documentation of signature for mental health professional rendering the service and client's signature evident in the client chart.	90%
9.	Mental health clients are linked to medical care.	Documentation that the client had at least one medical visit, viral load, or CD4 test within the measurement year evident in the client chart.	100%
10.	Client had less than 200 copies/mL at last HIV Viral Load test during the measurement year.	Documentation of viral load test outcomes evident through eCompass TGA's data collection system.	90%
11.	Discharge planning is done with each client after 30 days without client contact or when treatment goals are met.	Documentation of discharge planning	100%

## CLIENTS RIGHTS AND RESPONSIBILITIES

Subrecipient's providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each Subrecipient will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities.



## CLIENT RECORDS, PRIVACY, AND CONFIDENTIALITY

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Subrecipient's providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of consumers Personal Health Information (PHI). Subrecipient's must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the client's record. Information on all clients receiving Ryan White Part A funded services must be entered in the HRSA sponsored, Bergen-Passaic TGA managed, ECompas Database.

## CULTURAL AND LINGUISTIC COMPETENCY

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Subrecipient's providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services.

## CLIENT GRIEVANCE PROCESS

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Each Subrecipient must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the client's record.

## CASE CLOSURE PROTOCOL

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Each Subrecipient providing services should have a case closure protocol on file. The reason for case closure must be properly documented in each client's file. If a client chooses to receive services from another provider the Subrecipient must honor the request from the client.