

Psychosocial Support Services

SERVICE CATEGORY DEFINITION

Psychosocial Support Services:

Psychosocial Support Services provides group or individual support and counseling services to assist eligible people living with HIV to address behavioral and physical health concerns.

These services may include:

- Bereavement counseling
- Child abuse and neglect counseling
- HIV support groups
- Nutrition counseling provided by a non-registered dietitian
- Pastoral care/counseling services
- Couples and Relationship Counseling
- Peer-led Support Groups
- Experiential Counseling
- Life Skills and Long-Term Planning
- Spiritual Counseling and Traditional Healing Practices

Program Guidance: Funds under this service category may not be used to provide nutritional supplements. Ryan White-funded pastoral counseling must be available to all eligible clients regardless of their religious denominational affiliation. Funds may not be used for social/recreational activities or to pay for a client's gym membership.

CLIENT INTAKE AND ELIGIBILITY

All HIV Service Providers (HSPs) are required to have a client intake and eligibility policy on file. It is the responsibility of the HSPs to determine and document client eligibility status, as outlined in the _____ Program Policy Manual in accordance with HRSA/HAB regulations. Eligibility must be completed at least once every six months.

Services will be provided to all _____ enrolled clients without discrimination on the basis of: race/ethnicity, age, sex, gender identity or expression, marital status, sexual orientation, religion, physical or mental disability, immigration status, or any other basis prohibited by law.

PERSONNEL QUALIFICATIONS

Psychosocial Support Services staff, volunteers, and peer advocates must have a basic knowledge of HIV and/or infectious disease and be able to work with vulnerable populations as documented through personnel and training records.

** Documentation of completion of required trainings must be kept in the personnel file.*

CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The overall goal of Psychosocial Support Services is to provide group support and counseling that will enable engagement in medical care and adherence to treatment so that clients can become virally suppressed.

Clinical Quality Improvement goals for Psychosocial Support Services are:

- 90% of clients receiving Psychosocial Support Services are actively engaged in medical care as documented by a medical visit in each 6-month period in a two-year measure and in the second half of a single year measure.

**Exception in cases with documentation from clinician stating client is seen once a year.*

SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
1. Psychosocial Support Services are provided by qualified individuals.	Documentation that staff have basic knowledge of HIV and/or infectious disease and are able to work with vulnerable populations is evident in the personnel and training records.	100%
2. Records of support group discussion topics and sign in sheets are maintained.	HSP has documentation of group agendas and sign in sheets.	100%
3. 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 is evident in the client file	90%

CLIENTS RIGHTS AND RESPONSIBILITIES

HSPs providing services are required to have a statement of client rights and responsibilities posted and/or accessible to all clients. Each HSP will take all necessary actions to ensure that services are provided in accordance with the client rights and responsibilities statement and that each client understands fully their rights and responsibilities.

CLIENT RECORDS, PRIVACY, AND CONFIDENTIALITY

HSPs 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 clients Personal Health Information (PHI). HSPs 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 record. Information on all clients receiving Ryan White Part B funded services must be entered in the HRSA sponsored, _____ managed, _____ Database.

CULTURAL AND LINGUISTIC COMPETENCY

HSPs providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services (CLAS).

CLIENT GRIEVANCE PROCESS

Each HSP 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

Each HSP 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 HSP must honor the request from the client. Follow the _____ Policy on Client Transfer Process.