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<b>SERVICE STANDARDS FOR PSYCHOSOCIAL SUPPORT SERVICES</b>					
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*In addition to the Universal Standards, you are also expected to follow the following guidelines.*

**I. GOAL**

The goal of psychosocial support services for people living with HIV/AIDS is to address the continuing physiological and social issues of individuals living with HIV/AIDS.

**II. DESCRIPTION [HIV/AIDS Bureau Policy 16-02 10/22/18]**

Psychosocial Support Services provide group or individual support and counseling services to assist HRSA RWHAP-eligible PLWH to address behavioral and physical health concerns. Activities provided under the Psychosocial Support Services may include:

- Bereavement counseling
- Caregiver/respite support (HRSA RWHAP Part D)
- Child abuse and neglect counseling
- HIV support groups
- Nutrition counseling provided by a non-registered dietitian (see Medical Nutrition Therapy Services)
- Pastoral care/counseling services
- Support and counseling activities

Funds under this service category may not be used to provide nutritional supplements (See Food Bank/Home Delivered Meals).

HRSA RWHAP-funded pastoral counseling must be available to all eligible clients regardless of their religious denominational affiliation.

HRSA RWHAP Funds may not be used for social/recreational activities or to pay for a client’s gym membership.

For HRSA RWHAP Part D recipients, outpatient mental health services provided to affected clients (people not identified with HIV) should be reported as Psychosocial Support Services; this is generally only a permissible expense under HRSA RWHAP Part D.

See also Respite Care Services [HIV/AIDS Bureau Policy 16-02]

**III. KEY SERVICE COMPONENTS AND ACTIVITIES**

- Individual and group counseling activities, including drop-in sessions. These counseling sessions should be structured, with a plan or curriculum, to move clients toward identified goals.
- Peer counseling or peer support groups offered by individuals living with HIV or those with similar life experiences who are knowledgeable about HIV and are culturally sensitive to the special populations. These support groups should be purposeful, with agendas and a plan, to move the group toward identified goals.
- Nutritional counseling services for individuals living with HIV that include the provision of education, but do not include the distribution of nutritional supplements.
- Caregiver emotional support groups, pastoral care groups, and bereavement counseling groups — HIV-affected individuals are eligible to receive these specific psychosocial support services in a group setting only. An HIV-affected individual will describe the nature of the relationship with an individual living with HIV who meets the Ryan White eligibility criteria. Providers must document the established relationship.

#### **IV. SERVICE LIMITATIONS/REQUIREMENTS**

Parameters for service category spending are determined by the recipient's office and communicated directly to funded organizations by the recipient.

#### **V. ASSESSMENT AND SERVICE PLAN**

##### **A. Development and implementation of an individualized service plan**

Develop a plan that is agreed upon by the client and agency, which outlines service goals and the services provided to meet these objectives.

##### **B. Documentation**

Written documentation for each HIV-affected individual must include the relationship to a Ryan White person living with HIV.

#### **VI. ENGAGEMENT AND RETENTION OF CLIENTS**

Refer to Universal Service Standards

#### **VII. STAFF QUALIFICATION AND TRAINING**

##### Qualifications/Training

1. HIV experience/training preferred.
2. Psychosocial support service providers possess the knowledge, skills, and experience necessary to competently perform expected services.
3. When applicable, the agency is responsible for ensuring that staff providing psychosocial support is overseen by a licensed or certified professional and/or that staff members consult with practitioners who have extensive HIV experience.
4. Agency will provide new hires with training regarding confidentiality, client rights and the agency's grievance procedure.
5. Pastoral care must be provided by an Institutional Pastoral Care Program
6. Valid Driver's license if needed.
7. Annual staff evaluation/review