

Seattle TGA Ryan White Program Standards

Psychosocial Support Services

Draft from SNAC 7/23/18

HRSA Definition: Psychosocial support services provide 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
- Nutritional counseling provided by a non-registered dietitian (see Medical Nutrition Therapy Services)
- Pastoral care/counseling services

Program Guidance:

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

RWHAP-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.

Seattle TGA Definition: Psychosocial support services provide group or one-on-one counseling services for people living with HIV, and are provided either by peers or non-peers. Nutritional counseling is not covered in this service category (see Food/Meals).

1.0 General Standards

	STANDARD	MEASURE
1.1	Program adheres to Seattle TGA Ryan White Program General Standards	Part A site visit documents adherence

2.0 Staff & Volunteer Qualifications and Training

	STANDARD	MEASURE
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2.1	<p>Staff and volunteers will be trained in or have relevant experience in core competencies:</p> <ul style="list-style-type: none"> ▪ Active listening and other one-on-one support skills ▪ Group facilitation (if applicable) ▪ Conflict de-escalation/resolution ▪ Roles and responsibilities of peer emotional support ▪ Client assessment skills, including: <ul style="list-style-type: none"> ○ Conducting an initial needs assessment (as appropriate to job function) ○ Identifying an individual at imminent risk who is in need of a higher level of support <ul style="list-style-type: none"> ▪ Awareness of resources for appropriate referral 	Documentation in personnel records
2.2	Mental health professional will be available for staff support and/or case consultation.	Documentation of identified mental health provider consultant in record

3.0 Services

	STANDARD	MEASURE
3.1	<p>Within 30 days clients are assessed around their:</p> <ul style="list-style-type: none"> ▪ support system and psychosocial support needs at intake, and provided group and/or one-on-one services ▪ history of accessing primary care and other services and barriers to access— noting psychosocial support barriers in particular 	Documentation in client record of an intake, assessment, or progress notes that mention current and past psychosocial support needs
3.2	Psychosocial support staff will make appropriate referrals	Documentation that referrals were made when needs were identified
3.3	Staff or volunteers providing psychosocial support will include discussions about treatment adherence, engagement and retention in primary care, and case management services as appropriate	Documentation in the client record

4.0 Case Closure

	STANDARD	MEASURE
4.1	Please refer to general standards wherein the agency follows its case closure policies	Documentation in the client record

Dates Revised:

12/2007 (Created)	5/22/17
6/2012	7/24/17
8/2013	7/23/18