

# Seattle TGA Ryan White Program Standards

## Mental Health Services

Approved by Planning Council 12/8/2025

### HRSA Definition

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.

Program Guidance:

Mental Health Services are allowable only for PLWH who are eligible to receive HRSA RWHAP services. See also Psychosocial Support Services

Service Units

1. Collateral Contacts (Measured in 15-minute increments)
2. Face-to-Face Office Encounters (Measured in 15-minute increments)
3. Telephone Encounters (Measured in 15-minute increments)
4. Individual Therapy Session (Office) (Measured in 15-minute increments)
5. Individual Therapy Session (Telehealth) (Measured in 15-minute increments)

### 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 Intake

	STANDARD	MEASURE
2.1	<p>As described in the General Standards 2.3, the agency initiates an <b>Intake</b> within 5 working days following a referral for Mental Health Services.</p> <p>The <b>Intake</b> will include:</p> <ul style="list-style-type: none"> <li>• Documentation of client needs and eligibility for Mental Health Services</li> <li>• Documentation of the review of required policies (See General Standards 2.0)</li> </ul>	Documentation in client record

	<ul style="list-style-type: none"> <li>• An Eligibility Assessment in Provide, if the client does not already have one</li> <li>• A signed Release of Information and Informed Consent from the client that comply with Washington state law</li> <li>• Enrollment of the client into Mental Health Services program at the agency</li> </ul>	
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### 3.0 Assessment

	STANDARD	MEASURE
3.1	<p>As described in the General Standards 2.3, the agency conducts a <b>Mental Health Assessment</b> within 30 days of referral. The assessment is conducted by a licensed mental health practitioner. The assessment is updated at any major life change or every five years. The assessment includes:</p> <ul style="list-style-type: none"> <li>• A mental health diagnosis</li> <li>• Safety and risk assessment</li> <li>• Cultural needs and preferences</li> <li>• Barriers to service and care</li> </ul>	Documentation in client record

### 4.0 Treatment Plan

	STANDARD	MEASURE
4.1	<p>As described in the General Standards 2.3, the agency works with the client to develop a mutually agreed upon treatment plan. The treatment plan must be developed by a licensed mental health professional. The plan should be reviewed and/or updated at least every six months. The plan should include:</p> <ul style="list-style-type: none"> <li>- The diagnosed condition for which mental health services are needed.</li> <li>- Recommended services and course of treatment.</li> <li>- Date the service is to be initiated.</li> <li>- Planned number and frequency of sessions.</li> <li>- Specific activities to support client goals</li> <li>- Target date for completion of each goal</li> </ul>	<p>Documentation of treatment plan in client record</p> <p>Documentation of efforts to review or update treatment plans</p>

### 5.0 Staff Qualifications and Training

	STANDARD	MEASURE
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5.1	Services must be provided by a Mental Health Professional licensed or authorized by the State of Washington to provide Mental Health Services. Such professionals typically include psychiatrists, psychologists, and licensed clinical social workers, etc.	Documentation of non-expired licensure and practice in good standing with the State of Washington in agency records.
5.2	<p>In addition to trainings listed in General Standards 7.0, staff and volunteers will be trained in or have relevant experience in core competencies:</p> <ul style="list-style-type: none"> <li>• Communication skills such as active listening, and other one-on-one support skills</li> <li>• Trauma-informed care</li> <li>• Conflict de-escalation/resolution</li> <li>• Client assessment skills, including: <ul style="list-style-type: none"> <li>○ Conducting an initial needs assessment (as appropriate to job function)</li> <li>○ Identifying an individual at imminent risk who is in need of a higher level of support</li> </ul> </li> <li>• Awareness of resources for appropriate referral</li> </ul>	Documentation in agency records

### 6.0 Case Closure

	STANDARD	MEASURE
6.1	Please refer to the General Standards 2.1 wherein the agency follows its case closure policies.	Documentation in the client record

**Created 12/9/2024**

**Dates Revised:**  
12/8/2025