



RYAN WHITE PART A (RWPA) HIV/AIDS PROGRAM
LAS VEGAS TRANSITIONAL GRANT AREA (TGA)

PSYCHOSOCIAL SUPPORT SERVICES—SERVICE STANDARDS

Drafted by Part A Recipient Office	Approved by Part A Planning Council
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IMPORTANT: All Las Vegas Transitional Grant Area (TGA) service providers must adhere to the Las Vegas-TGA *Universal Service Standards*. Please read the *Universal Service Standards* prior to reading the service standards below.

Service Description

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
- Caregiver/respite support (RWHAP Part D)
- Child abuse and neglect counseling
- HIV support groups
- Nutrition counseling provided by a non-registered dietician (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.

For 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 RWHAP Part D.

Minimum Requirements

STANDARD	MEASURE
1. Staff Requirements	
A. None at this time.	A. N/A

2. Service Delivery	
<p><u>2.1. Eligibility</u> Psychosocial Support Services providers must verify client’s Ryan White Part A eligibility prior to offering Psychosocial Support Services.</p> <p><u>2.2. Group Session Topics and Sign-In Sheets</u> The provider must document topics or interventions that were implemented, as well as sign-in sheets that match CAREWare service entries.</p> <p><u>2.3. Peer Services</u> Psychosocial Support Services funds may be used to support peer navigation, peer educators, or other peer-delivered program(s).</p> <p><u>2.4. Service Entry and Documentation</u> Psychosocial Support Services providers must document Part A services in CAREWare within five (5) business days of service date.</p> <p><u>2.5. Annual Evaluation</u> On an annual basis, the provider must evaluate the services and topics covered to ensure they meet consumer needs.</p> <p><u>2.6. Service Referral</u> Psychosocial Support Services providers must refer clients to other Part A core medical and support services, as necessary.</p>	<p>2.1. Verification of current eligibility in Las Vegas TGA CAREWare</p> <p>2.2. List of group session topics and sign-in sheets</p> <p>2.3. Documentation of peer services in consumer record or CAREWare</p> <p>2.4. Documentation in Las Vegas TGA CAREWare</p> <p>2.5. Consumer satisfaction survey, modification of service delivery based on feedback, and inclusion or consumer feedback in staff training</p> <p>2.6. Documentation in consumer record or Part A CAREWare of appropriate referral(s)</p>
3. Program Data and Reporting	
<p>A. Psychosocial Support Services programs are required to collect the following data elements in the Las Vegas TGA CAREWare data system:</p> <ul style="list-style-type: none"> • Year of birth • Ethnicity • Hispanic subgroup • Race • Asian subgroup • NHPI Subgroup • Gender • Transgender subgroup • Sex at Birth 	<p>A. Documentation in Las Vegas TGA CAREWare</p>
4. Policies and Procedures	

A. None at this time.	A. N/A
5. Referral Policy	
<p>A. All service providers must work in partnership with the client, their internal care coordination team and external providers (both Ryan White HIV/AIDS Program-funded and non-Ryan White-funded sites) to ensure appropriate and timely service referrals are made.</p> <p>For more information, see Las Vegas TGA <i>Referral Policy</i>.</p>	<p>A. For internal Ryan White Part A referrals: documentation in CAREWare. For external referrals: documentation in client record that referral was completed.</p>