



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

***PSYCHOSOCIAL SUPPORT SERVICES—SERVICE STANDARDS***

<b>Drafted by Part A Recipient Office</b>	<b>Approved by Part A Planning Council</b>
September 2021	

<b>Reviewed by Part A Recipient Office</b>	<b>Revised by Part A Recipient Office</b>	<b>Approved by Part A Planning Council</b>
September 2021	No Revisions Needed	Not Applicable

**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 RWHAP-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>

<b>3. Program Data and Reporting</b>	
<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"> <li>• Year of birth</li> <li>• Ethnicity</li> <li>• Hispanic subgroup</li> <li>• Race</li> <li>• Asian subgroup</li> <li>• NHPI Subgroup</li> <li>• Gender</li> <li>• Transgender subgroup</li> <li>• Sex at Birth</li> </ul>	A. Documentation in Las Vegas TGA CAREWare
<b>4. Policies and Procedures</b>	
A. None at this time.	A. N/A
<b>5. Referral Policy</b>	
<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 <a href="#">Referral Policy</a>.</p>	A. For internal Ryan White Part A referrals: documentation in CAREWare. For external referrals: documentation in client record that referral was completed.