

Psychosocial Support Services

Service Definition

Psychosocial Support Services are the provision of support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling. It includes nutrition counseling provided by a non-registered dietician, but it excludes the provision of nutritional supplements. (San Jose, CA TGA Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, Page 8).

Goals: The Standards of Care serve as guides to gauge the quality of HIV services in Santa Clara County.

Key activities include:

- a. assessment of the client's needs, personal support systems and services currently receiving;
- b. development of a comprehensive, individualized service plan;
- c. periodic re-evaluation and adaptation of the plan as necessary;
- d. client monitoring to assess the efficacy (impact) of the plan;
- e. provision of education and information that will enhance the client's well being including, but not limited to, drug/medication use, nutritional information;
- f. Provide health education, risk reduction, supportive counseling, and advocacy assistance.
- g. Emergency vouchers (may provide if funded for this service, otherwise coordinate/refer for access).
- h. Information and referrals.
- i. Coordinate with mental health and/or substance abuse case managers or court appointed care coordinators.
- j. Coordinates with inpatient care case manager and/or hospital discharge teams when the client is hospitalized.

Purpose of Service:

- **The general purpose of Psychosocial Support Service** is to provide for timely, coordinated access to appropriate levels of health care and support services, continuity of care, on-going assessment of client needs, information/referral, and education.

Ryan White Standards of Care Psychosocial Support Services (S)

- The primary role of the psychosocial case manager is to help the client focus on staying well by helping to reduce self-destructive behavior (i.e., alcohol, drugs, etc.), and interacting with and facilitating family support.

Goals of Service:

- To develop an individualized comprehensive plan for client services that maximizes continuity of care;
- To minimize barriers by using a standard, TGA-wide, fact sheet which can be shared across agencies without fear of breach of confidentiality;
- To access emergency services immediately and to develop a plan to address non-emergency needs in a timely fashion;
- To provide an opportunity for client empowerment and successful implementation outcomes by encouraging client input into the development of the plan;
- To maximize the opportunities to decrease the spread of HIV infection; and
- To ensure that clients’ families and significant others are provided the opportunity to access services they require to cope with the impact of HIV on their lives.

Psychosocial Support Services providers are expected to comply with the Universal Standards of Care, as well as these additional standards:

1.0 Standard of Care: Licensure or Assurance

Standard	Measure/Documentation
a) Degree requirements for the psychosocial case manager range from experiential with no specific degree, to a degree in a human services field, or to a Master’s or Doctoral level degree in Social Work. Licensure may include Licensed Clinical Social Worker, Marriage, Family and Child Counselor, or other designation such as Medical Social Worker.	a) Documentation in personnel file

2.0 Standard of Care: Knowledge, Skill, and Experience

- No additional standards

<p style="text-align: center;">Ryan White Standards of Care Psychosocial Support Services (S)</p>
--

3.0 Standard of Care: Client Rights, Responsibilities, Confidentiality

- No additional standards

4.0 Standard of Care: Access to Services

- No additional standards

5.0 Care and Treatment

- No additional standards

6.0 Outreach and Provider Continuity

- No additional standards

7.0 Continuous Quality Improvement

- No additional standards

8.0 Standard of Care: Staff Training

- No additional standards

References and Published Guidelines:

1. For a comprehensive overview of references, guidelines and resources please see the official WEB site for Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) at <http://hab.hrsa.gov>
2. **Ryan White Title I Standards of Care for Medical Case Management Services.** Approved by the Santa Clara County HIV Health Services Planning Council February 10, 2009.
3. **California State Office of AIDS (OA)** a division within California Department of Public Health, Center for Infectious Diseases, last modified August 29, 2012
4. **San Jose, CA TGA** – Definitions of **Psychosocial Support Services** for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, July 1, 2011, Page 8.