

Psychosocial Support Services 2009-2010

Definition: Psychosocial Support Services are the provision of support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, care giver support and bereavement counseling. Includes nutritional counseling provided by non-registered dietitian but excludes the provision of nutritional supplements. (HRSA definition)

Objectives for Service:

- To ensure the client and/or client’s family are provided with access to services they require to cope with impact of HIV on their lives.
- To support medical compliance to promote positive medical outcomes.

STANDARD	MEASURE
Service Standard:	
A referral by a Ryan White Part B provider is made for initiation of psychosocial support. Client may self refer (e.g. at a drop in center).	Documentation of the referral or form is present in the client’s record. If self referred, record of initial contact is recorded and available for review.
The client’s eligibility for Ryan White Part B services is determined or is in process of determination before services are initiated.	Documentation of the client’s eligibility or that the eligibility process has begun is present in the client’s record.
Intake:	
An intake is initiated within 10 days of initial contact which includes the collection of demographic information about the client/client’s support system and determines program eligibility.	Documentation of the intake is present in the client’s record, signed and dated within 10 days of initial contact by the designated intake staff.

Assessment:	
The client is assessed within 30 days of intake to determine need, to determine the appropriate psychosocial support services and to discuss the services offered by the agency.	Documentation of a completed assessment within 30 days of intake is present in the client record, signed and dated by the support counselor.
Support Plan:	
A support plan is developed in collaboration with the support counselor and the client within 15 days of assessment. A copy of the plan should be offered to the client.	Documentation of the support plan, completed within 15 days of assessment, is present in the client's record, signed and dated by the support counselor and client. If the client declines copy it is documented in the client's record.
Support plan will include identified problem (s), goal(s) to remedy the problem, target date for completion of goals, documentation of progress (or lack of progress) toward obtaining goals.	Documentation of the support plan is present in the client's record, signed and dated by the designated staff and client.
Progress notes should include type of service provided, frequency of service, type of contact (face to face, phone, e-mail) and rationale for support.	Progress notes are present in the client's record, signed and dated by the support staff.
All sessions (individual counseling, group, or drop in session) will be structured, with the plan of moving the client toward obtainable goals.	Documentation of all sessions is present in the client's record, signed and dated by the support counselor.
Reassessment:	
The support plan will be re-assessed at a minimum of every 90 days to determine if goals are being met and/or if there are any new needs.	Documentation of re-assessment of the support plan is present in the client's record, signed and dated by both the support counselor and client.

Discharge:	
A client also may be discharged for the following: A. client is lost to follow-up B. client fails to provide updated documentation of eligibility status after three (3) documented contact attempts by support counselor/designated staff C. client whose action put the agency, staff or other clients at risk D. client fails to maintain contact with the support counselor for a period of three months despite three (3) documented attempts to contact client E. client death F. client request	Documentation of rationale for discharge and discharge plan is present in the client's record, signed and dated.
Discharge is planned in collaboration with the client once services are no longer needed.	Documentation of the discharge with client collaboration is present in the client's record, signed and dated.
Referrals:	
If the needs of the client are beyond the scope of the support staff, an appropriate referral is made (e.g. mental health provider, substance abuse treatment). The support staff will follow up on all referrals and document outcomes.	Documentation of referral and follow-up with outcomes is present in the client's record, signed and dated.
The client is appropriately referred to other HIV services and follows up to assess the outcome of the referral.	Documentation of the referrals and follow up is present in the client's record, signed and dated.
PEER SUPPORT COUNSELOR/MENTORS	
Qualifications:	
All peer support counselors/mentors (HIV-positive individuals or those with similar life experiences) facilitating individual or group counseling will be knowledgeable about HIV and culturally sensitive to special populations.	The support counselor's resume and a copy of the job description will be present in the personnel file and available for review.

Training:	
All peer support counselors/mentors will obtain training in the following within 180 days of hire: A. HIV Disease B. HIV Testing C. Cultural Competency D. Legal Ramifications, including confidentiality E. Counseling and referral F. Prevention	Documentation of the completion of the training requirements is in the peer support counselor's/mentor's personnel record and is available for review.
Annual Training:	
All peer support counselors/mentors will complete 12 hours of continuing education in counseling or HIV/AIDS annually.	Documentation of the completion of the continuing education is in the peer support counselor's/mentor's personnel record and available for review.
Supervision:	
All peer support counselors/mentors will be supervised by a credentialed professional with supervisory experience.	Documentation of Supervisor's credentials is available for review. Documentation of the regularly scheduled supervisory meetings including date, people in attendance, and agenda is available for review.
INDIVIDUAL PRACTITIONERS (Counseling, Pastoral Care):	
Individual practitioners will be licensed by the Commonwealth of Virginia.	A copy of the current license is present in the counselor's personnel record and available for review. It is also available electronically at the Virginia Department of Health Professions website: www.dhp.virginia.gov .
Training:	
Orientation must be provided to all staff or subcontractors within two weeks of hire.	Documentation of completion of orientation and description of orientation program is in the staff personnel files and available for review.
All licensed counselors will obtain training in the following within 180 days of hire: A. HIV Disease B. HIV Testing C. Cultural Competency D. Legal Ramifications, including confidentiality E. Counseling and referral F. Prevention	Documentation of the completion of the training requirements is in counselor's personnel record and is available for review.

Annual Training:	
All licensed counselors will complete 12 hours of continuing education in counseling and/or HIV/AIDS annually.	Documentation of the completion of continuing education will be present in the counselor's personnel record and available for review.
Clinical Supervision:	
Each licensed counselor will receive appropriate supervision by a supervisor with proper credentialing and supervisory experience.	Documentation of the Supervisor's credentials is on file. Documentation of the regularly scheduled supervisory meetings including date, people in attendance, and agenda is available for review.
Third Party Payers:	
When the agency is a third-party provider, the subcontractor maintains a client record providing adequate documentation on the record for accountability of counseling activities.	At a minimum, third party provider's record must contain a statement(s) of: <ol style="list-style-type: none"> 1. Assessment of client needs 2. Plan of care 3. Interim progress notes 4. Referrals and follow-ups 5. Discharge plan 6. All reports must be signed and dated.
Qualifications:	
All third-party licensed counselors will possess and maintain current licenses as required by the Commonwealth of Virginia.	Copies of current licenses are maintained in the personnel files and are available for review. It is also available electronically at the Virginia Department of Health Professions website: www.dhp.virginia.gov
Annual Training Requirement:	
All licensed counselors must complete 2 hours of continuing education in HIV/AIDS annually.	Documentation of completion of the continuing education must be kept in the licensed mental health professional personnel file.