

PSYCHOSOCIAL SUPPORT SERVICES

(Approved by Planning Council 6/24/13)

I. DEFINITION/OVERVIEW

Psychosocial support services are the provision of support and counseling activities such as child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling. Nutritional counseling under this category should be provided by a non-registered dietitian and excludes nutritional supplements.

This can include individual and group counseling as well as counseling for affected individuals and families.

II. SERVICES

Support counseling includes such services as HIV support groups, caregiver support, and bereavement counseling.

III. ELIGIBILITY

Eligibility is established per the requirements of the Universal Standards of Care for all Ryan White Part A services section. Ryan White Part A funds are funds of last resort. Contractors are responsible for doing routine screening for third party payer. These services may be accessed by affected individuals and families.

Funds awarded under the Ryan White HIV/AIDS Program may be used for services to individuals not infected with HIV only in the circumstances described below.

- a. The service has as its primary purpose enabling the non-infected individual to participate in the care of someone with HIV disease or AIDS.
- b. The service directly enables an infected individual to receive needed medical or support services by removing an identified barrier to care.
- c. The service promotes family stability for coping with the unique challenges posed by HIV/AIDS.
- d. Services to non-infected clients that meet these criteria may not continue subsequent to the death of the HIV

IV. SECTIONS

In this document you will find:

- Personnel
- Referral into Psychosocial Support Services
- Intake into Psychosocial Support Services
- Assessment/Reassessment
- Coordination and Referral
- Discharge/Transition
- Quality Assurance

V. STANDARDS OF CARE AND MEASURES

#	Standard	Measure
1.0	PERSONNEL	
1.1	Staff Qualification	
1.11	<p>Minimum qualifications: All staff providing Psychosocial Support Services must meet the minimum training expectations outlined in 1.2 and 1.3 and as determined by the agency.</p>	Personnel files/resumes/applications for employment reflect requisite experience/education.
1.12	<p>Minimum Supervisory qualifications: A psychosocial support services supervisor must be a licensed clinical mental health professional with a minimum of a master's degree.</p>	Personnel files/resumes/applications for employment reflect requisite experience/education.
1.2	Orientation	
1.21	<p>Orientation shall be provided to all staff, within ten (10) working days of employment including at minimum:</p> <ol style="list-style-type: none"> a. Louisiana statutes pertinent to the services provided b. Documentation in case records c. Consumer rights and responsibilities d. Consumer abuse and neglect reporting policies and procedures 	Orientation program educates staff on these subject areas. Personnel file reflects completion of orientation and a signed job description.

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	<ul style="list-style-type: none"> e. Emergency and safety procedures f. Data management and record keeping requirements g. Programmatic requirements including applicable Standards of Care h. HIV basic science i. Psychosocial issues of the HIV infected client/affected family j. Communication and listening skills k. Ethics and accountability l. Confidentiality/HIPAA m. Review of job description n. Rules and policies of the program o. Basic infection control and universal precautions p. Recognizing an individual in crisis q. Crisis intervention procedures r. Empowerment and self-efficacy s. Consumer roles and responsibilities on HIV/AIDS planning bodies t. Ryan White Part A Services and other services available in the community 	
1.3	Additional Training	
1.31	<p>In addition to the required initial orientation, during the first ninety (90) calendar days of employment all new employees must receive additional training related to the target group to be served and specific knowledge, skills and techniques necessary to provide services to the target group. This training must be provided by an individual with demonstrated knowledge of both the training topics and the target group and must include at minimum:</p> <ul style="list-style-type: none"> a. HIV basic science b. Access issues related to insurance, disability and finances c. Psychosocial issues of the HIV-infected client/affected family d. Resource identification e. Cultural and linguistic appropriateness 	<p>Personnel files reflect training log with documentation of subject matter and attendance at sixteen (16) hour comprehensive educational program during first ninety (90) days of employment.</p>

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1.32	Continuing education/in-service training: Staff participating in the direct provision of services to clients must satisfactorily complete a minimum of eight (8) hours of job-related educational programs/in-service annually, as determined by agency personnel policy.	Documented in personnel file or training log.
1.4	Supervision	
1.41	Minimum components of psychosocial support services supervision: Each psychosocial support services provider must have and implement a written plan for regular supervision of all non-licensed staff.	Agency has written plan of supervision.
1.42	Notes of supervisory conferences shall be maintained for such staff.	Supervisors' files reflect notes of supervisory conferences.
1.43	Agency shall maintain a relationship with a mental health professional for consultation as needed by peers and agency staff on issues pertaining to client counseling and for consultation in the event of a potential mental health crisis.	Documentation of agency agreement with mental health professional
1.44	Peers will consult with clients' Case Manager to address, as needed, consistent and relevant care for each client. Peers will advocate for clients in navigating the continuum of care when necessary.	Documentation of peer's consultation with client's Case Manager
1.45	Staff subject to formal supervision must be evaluated at least annually by their supervisor according to written provider policy on performance appraisals.	Personnel files contain annual performance evaluations.
2.0	REFERRAL INTO PSYCHOSOCIAL SUPPORT SERVICES	
2.1	Entry into psychosocial support services shall be accessed by a referral from a Ryan	Documentation of eligibility

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	White Part A case manager.	verification provided by referring agency is maintained in clients' file.
3.0	INTAKE INTO PSYCHOSOCIAL SUPPORT SERVICES	
3.1	An appointment will be scheduled within three (3) working days of a client's request for psychosocial support services. In emergency circumstances, an appointment will be scheduled within one work day. If service cannot be provided within these time frames, the Agency will offer to refer the client to another organization that can provide the requested services in a timely manner.	Client chart contains documentation.
3.2	<p>The intake process will include:</p> <ul style="list-style-type: none"> a. Verification of eligibility for services b. Presentation to the client of information regarding the HIV service delivery system, including: <ul style="list-style-type: none"> a. Confidentiality and release of information b. Statement of Consumer Rights and Responsibilities c. Agency grievance/complaint procedures d. Alternative service providers e. After-hours emergency/crisis intervention contact procedures 	Client chart contains documentation of each item listed.
3.3	Financial resources, insurance and/or Medicaid/Medicare status of all clients shall be documented and payment shall be sought from any and all third party payers before using Ryan White Part A funds.	Client chart contains documentation.
4.0	ASSESSMENT/REASSESSMENT	
4.1	Initial assessment protocols shall provide for screening of individuals to distinguish level of need and appropriate service plan.	Client chart contains documentation.
4.2	Agency shall have a written protocol in regard to managing 24 hour crisis situations.	Documentation of agency regarding crisis protocol.

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4.4	<p>A service plan shall be completed within 30 days that is specific to individual client needs. The service plan shall be prepared and documented for each client. Individual, family and group case records will include documentation of the following:</p> <ul style="list-style-type: none"> a. Eligibility b. Psychosocial assessment c. Treatment plans, including goals and objectives d. Progress notes e. Referrals f. Discharge summary 	<ul style="list-style-type: none"> A. Client chart contains documentation. B. Client files are reviewed for goals and outcomes periodically.
4.5	Attendance records and monthly progress summary shall be kept for group therapy sessions.	Group attendance log.
4.6	Client and family participation in service planning shall be maximized.	Client chart contains documentation.
5.0	COORDINATION AND REFERRAL	
5.1	Providers shall show ongoing collaboration/linkages with HIV/AIDS service organizations within the Greater New Orleans EMA.	Documentation reflects collaboration and referral system.
5.2	Providers shall have a documented referral system in place.	Agency's written referral procedure.
5.3	Case conferences with members of the client's multi-disciplinary care team shall be held as appropriate.	Client records include documentation of multi-disciplinary case conferences, as appropriate.
6.0	DISCHARGE/TRANSITION	

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6.1	<p>A client may be discharged from psychosocial support services through a systematic process that includes a discharge or case closure summary in the client's record. The discharge/case closure summary will include a reason for the discharge/closure and a transition plan to other services or other provider agencies, if applicable. If client does not agree with the reason for discharge, s/he should be informed again of the provider agency's grievance procedure. A client may be discharged from HIV support counseling services for the following reasons:</p> <ul style="list-style-type: none"> a. death; b. at the request of the client (client no longer needs or desires services); c. if a client's actions put the agency, agency staff, or other clients at risk; d. if a client's behavior is disruptive to the provision of services; e. if the client becomes ineligible for Ryan White services. 	<p>Documentation of case closure in client's record.</p> <p>Documentation of reason for discharge/case closure (e.g., case closure summary)</p>

VI. QUALITY ASSURANCE

#	Standard	Measure
7.0	Professional standards of practice and ethics shall be followed by all Psychosocial Support Services staff in accordance with licensing for the individual discipline represented.	Written standards and code of ethics.
7.1	The Agency shall monitor staff caseload to ensure that they are manageable for clinicians so that high quality services can be uniformly provided.	The Agency maintains records of staff caseloads and staffing provided for each case