



Nevada Office of HIV/AIDS Ryan White Part B Program **Service Standards** Psychosocial Support Services

I. HRSA Service Definition

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
- Child abuse and neglect counseling
- HIV support groups
- Nutrition counseling provided by a non-registered dietitian (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.

Note: Psychosocial Support Services funded by Nevada Part B shall include Support Group Services only.

The State of Nevada recommends that all agencies utilize validated best practices for the execution of their service category. If an agency needs resources or recommendations to locate or implement best practice tools please contact the Grantee Office and we will provide necessary guidance. It is an expectation that all agencies implement a program that can have measurable positive effects on for clients.

II. Service Goals and Objectives

To provide support and counseling regarding the emotional and psychological issues related to those living with HIV to promote problem solving, service access and steps towards diseases self-management.

To provide a central and dedicated support contact in order to address and minimize crisis situations and stabilize clients' psychological health status so as to maintain their participation in the care system.

III. Currently Funded Psychosocial Support Services

- A) Non-Clinical Support Group



Nevada Office of HIV/AIDS Ryan White Part B Program **Service Standards**

Psychosocial Support Services

IV. Psychosocial Support Services Eligibility

Before services are provided under this Service Category, Provider Agency staff must ensure current Ryan White Part B enrollment by using the client's Member ID Card with valid dates or through CAREWare's Eligibility and Enrollment Fields tab.

The following eligibility criteria are specific to Psychosocial Support Services: Client has been referred to a RWPB Psychosocial Support Services Provider from another RWPB funded program, has sought out assistance of the agency through self-referral, or has received a referral from an outside RWPB provider. If the client is referred to the Psychosocial Support Services Provider from a non-RWPB provider, the Psychosocial Support Services Provider is responsible for notifying the originating non-RWPB provider that the client is now accessing services and the Psychosocial Support Services Provider is responsible for logging the referral in CAREWare.

V. Service Delivery

The Psychosocial Support Services (PSS) provided to Ryan White Part B clients are to include non-clinical support groups.

VI. Licensing, Knowledge, Skills, and Experience

Psychosocial Support Services staff shall be trained and knowledgeable about HIV/AIDS, the affected communities, and available resources. Providers must demonstrate knowledge of HIV/AIDS, its psychosocial dynamics and implications including generally accepted psychosocial interventions and practices. Pastoral Care/Counseling Services Staff shall be provided by an institutional pastoral care program with a licensed or accredited provider of such service.

VII. Summary

These service specific standards shall be followed by all funded providers that provide Part B funded Psychosocial Support Services. It is expected that all providers follow these standards as well as the universal programmatic and administrative **National Monitoring Standards**. Provider organizations and staff may exceed any of these standards as part of the program delivery.

VIII. Recommendations

All Part B funded providers are to adhere to these service category specific standards, program standards, the primary program standards and ensure that they are familiar with their individual Part B subgrant to meet the expectations of their deliverables.

IX. References and further reading

All Part B funded providers should read their individual Part B contracts, as well as but not limited to, the Quality Management Plan and all local policies and guidelines set forth by the



Nevada Office of HIV/AIDS Ryan White Part B Program **Service Standards**

Psychosocial Support Services

Part B office regarding the Part B program statewide. All referenced materials for standards are listed under the Universal Programmatic and Administrative **National Monitoring Standards**.

[HIV/AIDS Bureau – National Monitoring Standards for Ryan White Part B Grantees: Program – Part B; April 2013.](#)

[HIV/AIDS Bureau – Policy Clarification Notice 16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Use of Funds, January 2016.](#)

[Las Vegas TGA – Ryan White Part A HIV/AIDS Program, Service Standards](#)

[Nevada Office of HIV/AIDS Policy 15-15 Standard of Care for Referral to Health Care and Supportive Services: Eligibility & Enrollment for Ryan White Part B, February 2016.](#)

[Ryan White HIV/AIDS Program Service Report Instruction Manual, September 2015.](#)

[World Health Organization – Psychosocial Support for Persons Living with HIV](#)

X. Revision Schedule

Published	February 9, 2017	Located at dpbh.nv.gov
Revised	October 6, 2017	

XI. Contact

For further information or clarification please contact the Nevada Office of HIV Prevention and Care, Ryan White Part B Program Care Services Specialist at (702) 486-5665.