



## E. Social and Pastoral Services

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### Service Definition

Social and Pastoral Services include activities focused on improving access to Food Services and Psychosocial Support Services for people living with HIV (PLWH). These activities are described below.

#### Food Services

Food Services involve the plan to receive actual food or meals using food pantries or vouchers. It may also include the plan to receive essential household supplies (such as hygiene items and household-cleaning supplies) and some nutritional supplements.

#### Pastoral Services

Psychosocial Support Services (PSS) include the delivery a wide range of client-centered activities focused on improving health outcomes in support of the HIV prevention and care continuum. PSS may include both individual and group level activities.

Key service components and activities for PSS may include:

- Program enrollment and eligibility determination.
- Initial assessment of service needs.
- Bereavement counseling.
- Child abuse and neglect counseling.
- HIV support groups.
- Pastoral care or counseling.
- Client-specific advocacy and review of utilization of services.

Recipients providing Social and Pastoral services are expected to comply with the [Life Care and Early Intervention Services \(LCEIS\) Universal Standards of Care](#), as well as the standards outlined below.

### **Standard 1: Social and Pastoral services must be delivered in accordance with the Wisconsin LCEIS Eligibility and Recertification Policy and Procedures.**

Providers are responsible for determining eligibility at enrollment and for confirming eligibility annually.

#### Documentation

Client records must document that the client is living with HIV and resides in Wisconsin at initial enrollment in accordance with the [Wisconsin LCEIS Eligibility Policy](#).

## **Standard 2: During initial contact, key information about the client must be collected or verified in a data system.**

Providers must attempt to collect and/or confirm the following client information:

- Contact and identifying information.
- Emergency contact, if available.
- Insurance status.
- Documentation of residing in Wisconsin.
- Demographic information.
- Contact information for other service providers and corresponding release(s) of information (ROI).
- Proof of HIV diagnosis.

### **Documentation**

Documentation of all elements outlined above must be completed within 30 days of first medical visit, initial referral, or contact. Documentation must show any corresponding ROIs as needed and applicable.

## **Standard 3: Immediate referrals must be made for clients with the most needs.**

Immediate referrals, internal and external, to the appropriate services are required for clients who:

- Are not engaged in medical care.
- Are taking medication but will run out prior to first medical appointment.
- Are a danger to themselves or others.
- Are under the age of 18.
- Are pregnant.

### **Documentation**

Documentation of immediate referrals made for needs listed in this standard must be included in the client record.

## **Standard 4: Intake may be performed by providers, non-service provider staff, or interns.**

Intake may be performed by recipient staff or interns who are not PSS providers given that they meet all the following criteria:

- Are an employee or intern of the recipient.
- Received proper onsite training and signed the agency confidentiality agreement.
- Completed the HIV Basics Online Course offered through the University of Wisconsin HIV Outreach Project Training System.

### **Documentation**

The client record must indicate who performed the intake. If the client record shows that intake is performed by someone who is not a PSS provider, the required criteria must be documented in their personnel file.

## E.1 Food Services

### **Standard 5: Food Services funds are used to provide only allowable items.**

In addition to food items, prepared meals, and some nutritional supplements, providers may include essential non-food items including:

- Personal hygiene products.
- Household cleaning supplies.
- Point of use or pitcher-style water filtration or purification systems.

Food Services must not include purchase of items that are not allowable under federal guidelines including:

- Household appliances.
- Pet foods.
- Point of entry water filtration systems for water entering the house.
- Other non-essential products.

#### Documentation

Recipients must maintain an inventory of all items purchased with LCEIS Food Services funds.

### **Standard 6: Food Services are delivered through a food pantry system or through voucher or gift cards that may be exchanged for food at cooperating supermarkets or other venues.**

A food pantry system involves two components:

1. A central distribution center within a specific catchment area or home delivery service providing groceries for clients.
2. A distribution process using cartons or bags consisting of assorted products needed by clients.

A voucher or gift card system provides clients with vouchers or gift cards that may be exchanged for food at cooperating supermarkets or other venues, and includes the following restrictions:

- Gift cards must have an expiration date and may not be in the form of a pre-paid credit card.
- Gift cards cannot be used to purchase tobacco, alcohol, or firearms.
- Gift cards cannot be redeemable for cash.

#### Documentation

For food pantry systems, the recipient must have a policy on file regarding food distribution and packaging, and any additional activities such as home delivery services.

For vouchers or gift cards, the recipient must have processes in place to assure proper use of food vouchers or gift cards, including for informing clients about allowable uses for gift cards.

## **Standard 7: The recipient must ensure that the food it provides is safe for consumption.**

Food Services must meet legal and regulatory requirements and industry best practices for food safety.

### Documentation

Records of local health department food handling and food safety inspections must be maintained on file.

## **Standard 8: Food Services must be safeguarded against theft and adulteration.**

The recipient must ensure that access to the food storage area is limited, and that it is locked outside of food handling or distribution hours.

### Documentation

The recipient must have a policy on file that limits access to the food storage area and addresses security of the storage area.

## **Standard 9: Food Services must be accessible for clients.**

Food pantry hours must be accessible to participants with variable schedules.

Food Services must either be delivered to clients or made available in a location that is convenient for clients. If the delivery system or location is not accessible, medical transportation assistance should be provided to clients to ensure access to the food pantry.

### Documentation

The recipient must show that the food pantry location or delivery system meets the needs of clients who have transportation challenges. The client record documents when medical transportation assistance was provided to ensure access to Food Services.

## **Standard 10: Food Services records must be complete, accurate, confidential, and secure.**

For food pantry systems, the recipient must track food distribution and keep a regular inventory of food purchases and donations.

For voucher or gift cards systems, the recipient must track distribution of vouchers or gift cards.

### Documentation

For food pantry systems, each client record must include the date client received food items, the number of food items given, and associated value. Documentation must include the number of clients served via the food pantry system.

For vouchers or gift cards systems, each client record must include the date client received vouchers or gift cards, the number of vouchers or gift cards given, and associated value of each.

## **E.2 Pastoral Services**

### **Standard 11: Any counseling services must be provided or supervised by a licensed or accredited provider wherever such licensure or accreditation is either required or available.**

The provider must be licensed or accredited in the area for which they are providing services. A provisional or associate level provider may conduct services if all supervision mandates of their professional boards are followed.

#### **Documentation**

The client record must document the type of service provided and that the services were performed or supervised by a licensed or accredited professional. The license or accreditation of each provider must be accessible to view upon request of the Wisconsin HIV Care Unit.

### **Standard 12: Pastoral Services must be available to all eligible individuals regardless of their religious denominational affiliation.**

Any client that is referred or self refers to Pastoral Services must be cared for and counseled according to their religious denominational affiliation. If the client wishes to seek Pastoral Services or counseling with a provider closer aligned to their religious denominational affiliation, a referral must be provided.

Providers of Pastoral Services must maintain a comprehensive list of other religious denominational providers in their area.

#### **Documentation**

The client record must show documentation of any referrals and their outcome. The Pastoral Services referral list must be accessible to view upon request of the Wisconsin HIV Care Unit.

### **Standard 13: Support groups are available for all eligible clients.**

Support groups must be psychosocial in nature.

#### **Documentation**

Topic lists and sign in sheets for each session must be available for review by the Wisconsin HIV Care Unit upon request.

### **Standard 14: The client is discharged upon termination of Social and Pastoral Services.**

Criteria for client discharge are:

- Client completes service goals.

- Client is no longer eligible for services.
- Client is lost to follow-up or does not engage in service.
- Client is referred to another Social and Pastoral Services program.
- Client is incarcerated for longer than six months.
- Client relocates outside of service area.
- Agency initiates termination due to behavioral violations. This should be a last resort\*.
- Client chooses to terminate service.
- Client death\*.

\*See [Universal Standards](#) for guidance.

## Documentation

The client record must document which discharge criteria were met. Documentation must show notification to the client and other care team members as outlined in the Universal Standards.

A brief discharge narrative must be included in the client record.