



Psychosocial Support Services

Service Definition

Psychosocial Support Services (PSS) provide group or individual support and counseling services to assist eligible people living with HIV (PLWH) to address behavioral and physical health concerns. PSS services include a wide range of activities at both the individual and group level. PSS services must be available to all eligible clients.

Key service components and activities for PSS services include:

- Program enrollment and eligibility determination.
- Initial assessment of service needs.
- Bereavement counseling.
- Child abuse and neglect counseling.
- HIV support groups.
- Nutrition counseling provided by persons other than a registered dietitian.
- Pastoral care and/or counseling.
- Client-specific advocacy and review of utilization of other social services.

Subrecipients providing PSS services are expected to comply with the [Universal Standards of Care](#), as well as these additional standards:

Standard 1: Providers of PSS services in Wisconsin must ensure services are delivered in accordance with the [Wisconsin Ryan White Part B Eligibility and Recertification Policy and Procedures](#).

Providers are responsible to determine eligibility at enrollment and to confirm eligibility annually.

Documentation

Client records must document that the client is living with HIV, resides in Wisconsin, and has household income under 500% of the federal poverty level (FPL) at initial enrollment in accordance with the Wisconsin Ryan White Part B Eligibility Policy, linked above.

Standard 2: During initial contact, key information about the client must be collected or verified in a data system or Electronic Medical Record (EMR).

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

- Contact and identifying information
- Emergency contact, if available
- Insurance status
- Documentation of income and status of residing in Wisconsin

- Demographic information
- Contact information for other service providers and corresponding release(s) of information (ROI), when applicable
- Proof of HIV diagnosis

Documentation

Documentation of all elements outlined above must be completed within 30 days of first session attended. 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.

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 subrecipient staff or interns who are not PSS providers if they meet all the following criteria:

- Are an employee or intern of the subrecipients
- 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.

Standard 5: 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 Communicable Disease and Harm Reduction (CDHR) Section.

Standard 6: Pastoral counseling services must be available to all eligible individuals regardless of their religious denominational affiliation.

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

Providers of this service 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(s). The pastoral services referral list must be accessible to view upon request of the Wisconsin CDHR Section upon request.

Standard 7: Nutritional counseling must focus on general nutritional aims and behaviors.

Nutritional counseling is provided by nutritionists focusing on general nutritional aims and behaviors. This can be provided in a variety of settings. Nutritional counseling provided as part of PSS should be provided by people other than registered dietitians; nutritional counseling provided by a registered dietitian are considered Medical Nutrition Therapy and should be provided using the standards for that service.

Documentation

The client record must document who provided the service and a brief narrative of what was discussed.

Standard 8: Nutritional counselors must not provide nutritional supplements paid for by Ryan White Part B funds.

If nutritional supplements are needed, providers must assist the client in obtaining them using other means such as the client's insurance, other nutrition programs, or Ryan White Food Services or Medical Nutrition Therapy Services.

Documentation

The client record must document actions taken by the nutritional counselor are consistent with this requirement.

Standard 9: Support groups for people living with HIV (PLWH) are available for all eligible clients.

Support groups must be psychosocial in nature. Groups that are only for the purpose of social and/or recreational activities are not permitted using Ryan White Part B funds. Support groups must have time dedicated to providing members with describing the intersection and interaction of social, cultural, and environmental influences on the mind and behavior.

Documentation

Topic lists and sign in sheets for each session must be available for review by the Wisconsin CDHR Section upon request.

Standard 10: Upon termination of PSS services, the client is discharged from PSS 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 HIV PSS 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 of the client and other care team members as outlined in the [Universal Standards](#).

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