

Health Resources and Services Administration (HRSA) service definition:

Psychosocial support services (PSS) provide group or individual support and counseling services to assist HRSA Ryan White HIV/AIDS Program (RWHAP) eligible PLWH to address behavioral and physical health concerns. Activities provided under the psychosocial support services may include:

- Bereavement counseling
- Caregiver/respite support (HRSA RWHAP Part D)
- 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 or medical nutrition therapy)
- HRSA RWHAP-funded pastoral counseling must be available to all eligible clients regardless of their religious denominational affiliation
- HRSA RWHAP funds may not be used for social/recreational activities or to pay for a client's gym membership
- For HRSA 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 HRSA RWHAP Part D.

HIV Services Program service standards:

Key service components and activities are noted in the service standards below.

Standard	Documentation
Personnel Qualifications	
1. Services are provided by trained staff according to personnel policy or procedures set by subrecipient to include at minimum: a. Individuals who possess a comprehensive knowledge of,	1. Documentation of applicable experience and qualifications are in personnel files available for review by Indiana Department of Health (IDOH) upon request.

or professional experience in, community health, direct patient healthcare, public health, or social work.	
Eligibility Criteria	
- Subrecipients must have established criteria for the provision of psychosocial support services that includes, at minimum: - Eligibility verification consistent with recipient requirements.	- Non-medical case managers/appropriate agency staff must maintain up to date eligibility records for clients according to agency protocol and in any data system required by IDOH. - Documentation must be made available for review by IDOH upon request.
Assessment	
Subrecipients should establish criteria for assessment relevant to services provided.	- Policies and procedures. - If assessment is conducted, then assessment should be documented in client file.
Service Delivery/Treatment	
Subrecipients should establish criteria for service delivery relevant to services provided.	- Policies and procedures. - Services units provided must be recorded in CAREWare service tracking system no later than 20 days after the end of each month in which services were provided. Case notes entry is required, but the deadline for entry is determined by the funded agency.

Subservices:

- PSS – Support group
- PSS – Intake
- PSS – Psychosocial support services
- PSS – Discharge

Service unit definition:

- Unit = One contact

