

PSYCHOSOCIAL SERVICES

A. Definition: Support for **Psychosocial Support Services** may include: Support and counseling activities, Child abuse and neglect counseling, HIV support groups, Pastoral care/counseling, Caregiver support, Bereavement counseling, and nutrition counseling provided by a non-registered dietitian. **Note:** Funds under this service category may not be used to provide nutritional supplements

Pastoral care/counseling supported under this service category to be:

- Provided by an institutional pastoral care program (e.g., components of AIDS interfaith networks, separately incorporated pastoral care and counseling centers, components of services provided by a licensed provider, such as a home care or hospice provider)
- Provided by a licensed or accredited provider wherever such licensure or accreditation is either required or available
- Available to all individuals eligible to receive Ryan White services, regardless of their religious denominational affiliation

B. GOALS: The overall goal of Psychosocial Support Services within the Phoenix EMA is to provide high quality, effective support and counseling to all eligible PLWHA, as well as to improve social connectivity and community engagement.

C. SERVICES

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

D. Quality Management:

Program Outcome: 75% of client charts have documentation that primary care discussions are taking place as part of regularly offered services, at a minimum quarterly

100% of out of care clients are offered a referral to outpatient/ambulatory medical care.

Indicators: Number of clients accessing Psychosocial Services

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
Staff or volunteers providing psychosocial support will include discussions about access and engagement in primary care in individual and/or group discussions, at a minimum quarterly.	Documentation in client's file.	Number of clients who attend individual and/or group session(s).	Number of clients who attend individual and/or group session(s).	Client Files	75% of client charts have documentation that primary care discussions are taking place as part of regularly offered services, at a minimum quarterly. 100% of out of care clients are offered a referral to outpatient/ambulatory medical care.
Clients participating in psychosocial services will have completed a post session survey	Completed post session surveys	Number of clients who have a completed post session survey	Number of clients who attend individual and/or group session(s)	Client Surveys	75% of clients participating in psychosocial services will have completed a post session survey.
Documentation of topic of discussion is included with sign in sheet for support groups held by provider agency.	Documentation in log book/support group log.	Number of support groups held with documentation of topic with sign in sheet	Number of support groups held	Agency Files	100% of support group logs reflect documentation of topic with the sign in sheet.