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Alabama Ryan White Part B Service Standards

Psychosocial Support Services

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Purpose

This Service Standard was prepared by the Alabama Department of Public Health (ADPH) Office of HIV Prevention and Care (OHPC) and the United Way of Central Alabama (UWCA) in consultation with Organizational Ideas (a technical assistance provider), with stakeholder input to guide the delivery of high-quality services for people with HIV (PWH). This document contains the minimum requirements Ryan White Part B (RWPB) providers are expected to meet when delivering HIV care and support services funded by RWPB. Providers may exceed these standards. These standards will also provide a basis to evaluate the RWPB services. Please note that all RWPB Service Standards expectations also apply to Health Resources and Services Administration (HRSA) Ending the HIV Epidemic in the U.S. (EHE)-funded services unless exceptions are noted.

Definitions and Descriptions

The description under the “Standard” column outlines the required activities that must be provided to the client receiving the RWPB service. The “Documentation” column provides the documents that must be maintained by the provider delivering the service. The Service Standards contain the following major elements:

- **Agency & Personnel Requirements:** The minimum required education, certification, experience, and facility requirements that are needed to provide the

RWPB service.

- **Eligibility & Intake:** Eligibility refers to the current statewide criteria for receiving services through RWPB as outlined in the *RWPB Universal Service Standard*. Current eligibility criteria can be found at: <https://www.alabamapublichealth.gov/hiv/index.html>. The agency must determine or confirm RWPB eligibility for the client prior to provision of services. Eligibility may occur during intake or through a stand-alone process. Intake is the process of collecting information to determine the client's immediate service needs.
- **Assessment:** The Assessment is an evaluation of need conducted by qualified personnel to determine if there is a need for the RWPB service. The evaluation must render the determination for referral or provision of service. It must include the elements listed in the standard. The documentation of the evaluation of need is determined by the agency.
- **Provision of Services:** The provision of services are the activities or services that are provided to the client. Where appropriate, a Service Plan should address the client's assessed needs with a timeline to resolve the need(s).
- **Transition/Discharge:** Transition/Discharge refers to the release or cessation of the RWPB service. Transition or Discharge may occur in conjunction with the transition or discharge from the agency's program, when the client no longer needs or meets the criteria for the service, when the client is transitioned to another care provider, or when a client is deceased.
- **Case Closure:** When a client is discharged or transitioned to another care provider, the services will cease and the case is closed.

I. HRSA Service Category 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.

II. Program Guidance

RWPB-funded pastoral counseling must be available to all eligible clients regardless of their religious denominational affiliation.

III. Key Service Components and Activities

Allowable activities include:

- Bereavement counseling
- 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

Not Allowable:

- Nutritional supplements (see *Food Bank/Home Delivered Meals*)
- Funds may not be used for social/recreational activities or to pay for a client's gym membership.

For common components required for all RWPB services, please see the *RWPB Universal Service Standard*. Key service components and activities are noted in the Service Standards below.

ADPH Service Standards:

Standard	Documentation
1. Agency & Personnel Requirements	
1.1) Services are to be provided by a licensed or accredited provider wherever such licensure or accreditation is required (such as with pastoral counseling).	1.1) Copies of licensure or accreditation if required in personnel record.
1.2) Staff must continue to fulfill the requirements of their individual disciplines to maintain their license, if applicable.	1.2) Copies of continuing education and related licensure or certification renewals with license/certificate number in personnel record.
2. Eligibility & Intake	
2.1) Subrecipient must conduct or confirm eligibility consistent with statewide eligibility requirements. All clients must	2.1) Active eligibility for RWPB in client's record during the service delivery period.

have an active eligibility at the time of service.	
2.2) Complete intake within 5 business days of referral.	2.2) Intake completed within 5 business days of referral in client's record (if intake conducted in past 12 months).
3. Assessment	
3.1) A needs assessment of client's primary needs will be completed within 20 business days of intake. Needs may be related to any of the following: <ul style="list-style-type: none"> • Bereavement counseling • Child abuse and neglect counseling • HIV support groups • Nutrition counseling provided by a <i>non-registered dietitian</i> (see <i>Medical Nutrition Therapy Services</i>) • Pastoral care/counseling services 	3.1) Initial client needs assessment completed within 20 business days of intake.
3.2) Client needs assessment will be completed at least once every 6 months to identify benefit of receiving psychosocial support services and to identify needs that may require referral to other providers.	3.2) Reassessments at least every 6 months.
4. Provision of Services	
4.1) Services will be provided to the client as determined by the needs assessment.	4.1) Services provided as identified in needs assessment
4.2) If client needs are identified that cannot be met by provision of Psychosocial Support Services, clients will be referred to other providers within 3 business days of identified needs. Examples of other needs may include services provided by behavioral health, nutrition, or medical professionals.	4.2) Referrals made within 3 business days of identification when appropriate.

4.3) Progress notes to be included in client's record within 2 business days of occurrence.	4.3) Progress note documented in client's record within 2 business days of occurrence.
5. Transition/Discharge	
5.1) See <i>RWPB Universal Service Standard</i> .	
6. Case Closure	
6.1) See <i>RWPB Universal Service Standard</i> .	

Resources

1. Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) Policy Clarification Notice (PCN) #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>
2. Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2023-rwhap-nms-part-b.pdf>