



ARUNAN ARULAMPALAM
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CITY OF HARTFORD

DEPARTMENT OF HEALTH AND HUMAN SERVICES
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PSYCHOSOCIAL SUPPORT SERVICES DESCRIPTION AND CAREWARE SUBCATEGORY DEFINITIONS

Psychosocial Support Services Description:

Psychosocial support is the provision of group or individual support and counseling services to assist eligible people living with HIV/AIDS/HCV to address behavioral and physical health concerns.

These services may include:

- Bereavement counseling
- Child abuse and neglect counseling
- HIV/AIDS/HCV support groups
- Nutrition counseling provided by a non-registered dietitian
- Pastoral care/counseling services

Program Guidance:

- Funds under this service category may not be used to provide nutritional supplements
- Funded Pastoral Counseling must be available to all eligible clients regardless of their religious denominational affiliation
- Funds may not be used for social/recreational activities or to pay for a client's gym membership
- Contact quality management staff for full Evidence Based Interventions list

The City of Hartford Ryan White Program has standard subcategories in CAREWare for the Psychosocial Support service category. They are defined as follows:

Psychosocial Support Services CAREWare Subcategory Definitions:

Psychosocial Support_Individual Counseling Session

To be used when a client meets one-on-one with a trained counselor, nutritionist or pastor.

Psychosocial Support_Individual Teleconference Visit

To be used when a client meets one-on-one with a trained counselor, nutritionist or pastor using a telecommunication service, such as Zoom, Teams, Doxy, etc.

Psychosocial Support_Group Session

To be used when a counseling session, led by a pastor, nutritionist or trained counselor, is provided to two or more individuals simultaneously.



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Psychosocial Support_Group Teleconference Visit

To be used when a counseling session, led by a pastor, nutritionist or trained counselor, is provided to two or more individuals simultaneously using a telecommunication service, such as Zoom, Teams, Doxy, etc.

Psychosocial Support_Peer Navigation Face to Face

To be used when a peer navigator meets with a client in person.

Psychosocial Support_Peer Navigation Client Reengagement to care

To be used when a peer navigator aids an out of care/loss to care client in resuming medical care by submitting a referral in CAREWare to an outpatient ambulatory health service provider.

Psychosocial Support_Service Plan Initial

To be used when a new service plan, that includes the goals of counseling, is created for a client by a trained counselor, nutritionist or registered dietitian.

Psychosocial Support_Service Plan Update

To be used when a client's initial service plan is updated.

Psychosocial Support_Intake/Assessment

To be used when an intake assessment is completed for a client by a trained counselor or dietitian.

Psychosocial Support_Peer Navigation Case Closed

To be used when a client discontinues peer navigation services for a minimum of three months or is no longer in need of services.

Psychosocial Support_Peer Navigation Completed Phone Contact

*To be used when a client is contacted via phone for coordination of services and is available to speak with the peer navigator. **This does not include if they did not answer and a voicemail was left or if the MCM spoke with a collateral.***

Psychosocial Support_Client Discharged

To be used when a client discontinues peer navigation services for a minimum of three months or is no longer in need of services.