

# SUPPORTIVE SERVICES

The Bureau of Community Support Services oversees the Ryan White Part B HIV/AIDS Supportive Services Initiative. Supportive Services have a crucial role in facilitating access to and retention in care and treatment for PLWHIV/A. The intent of this initiative is to diminish barriers to care and ultimately improve medical outcomes.

The Supportive Services Initiative provides funding throughout New York State for:

## **Case Management**

Case Management is a proactive, multi-step process of coordinating medical and psychosocial services and facilitating client access to, and retention and participation in HIV medical care and treatment. This is accomplished by attending to the client's needs for concrete services such as health care, entitlements, housing, and nutrition, as well as developing the relationships necessary to assist the client with other issues including substance use, mental health, and domestic violence.

This model is responsive to the immediate needs of a person living with HIV/AIDS and is designed to serve persons with discrete or acute needs that can be addressed in the short term or those with more long-term, complex psychosocial and/or health related needs. Case management services are tailored to the level of need presented; both client and case manager agree to the intensity of service and level of contact. Services are also appropriate for those individuals who become stable but still require a maintenance level for periodic support.

Central to this model of case management is service planning, performed in conjunction with an initial comprehensive assessment and subsequent reassessments of the psychosocial and health care needs of the client and his/her family or close support system. Clients engaged in case management will receive, follow-up provided in the community and, in most programs, home visitation.

Universal standards were developed through a collaborative process to define case management, describe updated models of case management services, and clarify service expectations and program requirements. AIDS Institute [Standards for HIV/AIDS Case Management are available online](#).

## **Health Education/Risk Reduction**

Health Education/Risk Reduction include individual or group level activities that provide health education and consumer support to increase optimal consumer health, while decreasing the risk of transmission of HIV. Education and risk reduction services should be structured to enhance the knowledge base, health literacy, and self-efficacy of HIV- infected persons in accessing and maintaining HIV medical services and staying healthy.

Funded Agencies provide education services in any of the following three categories based on need:

- ***Advanced Health Education/Risk Reduction:*** Individual or group level activities that identify methods and activities to achieve specific goals and objectives in order to increase consumer health while decreasing risk of transmission.

- **General Health Education/Risk Reduction:** Individual or group level activities that provide general HIV/AIDS information and risk reduction activities, while motivating consumers to initiate/maintain behavioral change independently.
- **Peer Education:** Individual or group level activities that provide general health information, education and risk reduction support to participants.

### **Linguistic Services**

Linguistic Services include medical interpretation/ translation services provided by qualified interpreters to HIV-positive individuals (including those who are deaf/hard of hearing and non-English speaking individuals) for the purpose of ensuring communication between client and providers while accessing medical and Ryan White fundable support services that have a direct impact on primary medical care.

### **Medical Transportation**

Medical Transportation includes the direct or indirect provision of conveyance services for HIV infected individuals that facilitate access to and retention in medical services and Ryan White fundable support services associated with improving the individual's HIV clinical status. The goal of medical transportation is to ensure that transportation does not pose a barrier to the receipt of medical and support services. Medical transportation services are not intended to support emergency ambulance services or supplant services that are currently provided by Medicaid or other transportation programs.

### **Psychosocial Support**

Psychosocial Support is the provision of support and counseling activities to individuals or groups with the purpose of improving medical outcomes. Counseling is a short term focused process of assisting HIV infected individuals who are fundamentally psychologically healthy resolve situational issues.

### **Treatment Education**

Treatment Education is the provision of short-term individual and/or group level activities designed to provide HIV/AIDS treatment information, adherence counseling, monitoring, and other strategies to support client readiness to begin anti-retroviral (ARV) treatment; or maintain maximal adherence to prescribed HIV/AIDS treatment. The goal of treatment education is to provide the HIV infected individual the skills that will enable him/her to self-manage their HIV/AIDS related care. Self-management skill development encourages the HIV infected individual to work in partnership with their medical provider, assume responsibility for their behavior, make positive changes to their environment and improve overall planning of their health care.