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Review Date	14-12-2027

**STANDARD OPERATING PROCEDURE: PROVIDE PSYCHOSOCIAL SUPPORT SERVICES**

<b>TITLE OF SOP</b>	Provision of Psychosocial Support Services
<b>SOP Number</b>	HCS&P-H&A-03
<b>Purpose</b>	The purpose of this document is to outline a step by step process in the implementation of Psychosocial Support Services
<b>Scope</b>	The Standard Operating Procedure applies to the process of providing Psychosocial Support Services to the beneficiaries in the Eastern Cape Department of Social Development.
<b>Definitions and Acronyms</b>	<p>SOP – Standard Operating Procedure          PSS- Psychosocial Support Services          SSP – Social Service Practitioner          CCG -Community Caregiver          PLHIV-People living with HIV          HIV – Human Immunodeficiency Virus          AIDS- Acquired Immune Deficiency Syndrome          CBO – Community Based Organization          CYCW -Child and Youth Care Worker          FBO – Faith Based Organization          NPO -Non Profit Organization          OVCY – Orphaned and Vulnerable Children and Youth          PTSD – Post-traumatic Stress Disorder          SAW – Social Auxiliary Worker          SW – Social Worker          DSD – Department of Social Development  <b>Beneficiary: Refers to the person who is the main recipient of case work services</b></p>

<b>Performance Indicator</b>	Number of beneficiaries receiving psychosocial support services
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<b>STEP BY STEP GUIDE</b>						
<b>PROVIDE PSYCHOSOCIAL SUPPORT SERVICES</b>						
<b>Nr</b>	<b>Task Name</b>	<b>Task Procedure</b>	<b>Responsibility</b>	<b>Supporting Documentation</b>	<b>Time Frame</b>	<b>Service Standard</b>
1.	<b>Screen the Beneficiary</b>	<ul style="list-style-type: none"> <li>Greet the Beneficiary in a welcoming manner and explain that you are a SAW and that you are performing screening. Note that Beneficiaries do not know the different roles of staff in an organization and will usually tell their full story to the first person they encounter (often the receptionist or SAW during Screening), it is therefore critical to explain the roles of the SW and SAW to the Beneficiary.</li> <li>Determine broadly what service beneficiary's needs or challenges are, what services or programmes will be required and ensure that the beneficiary gains access to the appropriate social welfare services through intake or referral. (This information should feed into the service beneficiary profile).</li> <li>Complete the Screening Register CW 01 form for every beneficiary entering the office. If someone other than the Beneficiary reports the case, first complete the Reporter Form CW 02 and then transfer the relevant information to the Screening Register.</li> <li>Decide on screening action</li> </ul>	Social Auxiliary work	<ul style="list-style-type: none"> <li>Central Register CW 14 (if applicable).</li> <li>Completed the Reporter Form CW 02 (if applicable)</li> <li>Filed Screening register CW 01</li> <li>Update Identifying Information Form CW 03</li> <li>Completed External Referral Form CW 04B (if applicable)</li> </ul>	1 day	Provide Psychosocial Support Services to children, youth and families made vulnerable by HIV and AIDS and other chronic diseases within one academic year.

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		<ul style="list-style-type: none"> <li>➤ External Action                             <ul style="list-style-type: none"> <li>✓ to be taken if the person is not eligible for services from DSD/NPO and needs to be referred to another service. Complete the External Referral Form CW 04B for this referral. Explain to the person why the referral is being made and provide practical information on how to access the service provider e.g. physical address.</li> </ul> </li> <li>➤ Internal Action                             <ul style="list-style-type: none"> <li>✓ to be taken if the person is considered eligible for services from DSD or is already an existing Beneficiary:</li> <li>✓ If the person is an existing Beneficiary (and has a Beneficiary Card) retrieve the beneficiary's file and update their Identifying Information Form CW 03. If the Beneficiary does not have a Beneficiary card, enquire if he/she is aware of who their social worker is, and refer the person to the relevant social worker. If the Beneficiary is unable to recall details of the social worker, locate the Beneficiary on the Central Register (CW 14).</li> <li>✓ If the person is not an existing Beneficiary, complete the Identifying Information Form CW 03 and refer the person for intake.</li> </ul> </li> <li>• Intake officer provide guidance where needed if SAW is uncertain regarding external and internal actions, in particular referrals.</li> <li>• Place Screening Registers in a Screening Register file (preferably lever-arch). If the office has more than one SAW/SW completing screening registers, their individual daily screening registers</li> </ul>				

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		<p>should be stapled together so there is a complete set of screening registers per day.</p> <ul style="list-style-type: none"> <li>Supervisor verify the Screening Registers and file for completeness.</li> </ul>				
2.	<b>Intake the Beneficiary</b>	<ul style="list-style-type: none"> <li>Receive the completed Identifying Information Form (CW 03) from the SAW in a blank file cover after screening and agreement is reached between the Beneficiary and SAW.</li> <li>Interview the Beneficiary and complete the generic Intake form CW 05.</li> <li>Identify the problem code from Problem Codes CW 06 and determine risk level from Risk Prioritization Codes CW 07.                             <ul style="list-style-type: none"> <li>➤ If emergency case, SW takes immediate action and informs supervisor:                                     <ul style="list-style-type: none"> <li>✓ Do the immediate work to manage the case.</li> <li>✓ Make immediate referral if required by means of Referral Form CW 04B.</li> </ul> </li> <li>➤ If high or mild risk case:                                     <ul style="list-style-type: none"> <li>✓ send completed Intake form CW 05 to supervisor for review and case allocation. Inform Beneficiary that case will be allocated to a case manager.</li> </ul> </li> </ul> </li> <li>Supervisor review and approve or amend intake action; for cases requiring comprehensive assessment allocates the intake case to a SW; monitors SW caseloads to ensure equitable distribution of cases/allocation of work.</li> <li>For short-term cases to be managed at intake level, carry out the planned actions and document using the Process Note CW 10.</li> </ul>	<ul style="list-style-type: none"> <li>Social worker</li> </ul>	<ul style="list-style-type: none"> <li>Completed Identifying Information Form (CW 03)</li> <li>Problem Codes CW 06</li> <li>Risk Prioritization Codes CW 07</li> <li>Completed Referral Form CW 04B (if applicable).</li> <li>Filed Intake Form CW 05</li> <li>Completed Process Note CW 10</li> <li>Updated Intake Register CW 08</li> </ul>	1 day	

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> <li>• SAW submit intake form for recording on the Intake register CW 08.</li> <li>• SAW, file the intake form and other records in the office Intake file for short-term cases.</li> </ul>				
3.	Conduct assessment	<ul style="list-style-type: none"> <li>• Schedule an appointment to meet with the Beneficiary to conduct the assessment. Note: for a comprehensive assessment it is likely more than one appointment may be required to complete the assessment.</li> <li>• Complete Section 1, 2 &amp; 3 of the Assessment, Planning and Contracting Form CW 09 based on analysis of findings. Where required, use available specialized assessment tools. Accompany process note CW 11 to every contact/interaction you have in relation to the assessment.</li> <li>• Supervisor discuss approach to assessment with the SW and provide guidance for complex cases; participate in complex/specialized assessment processes where needed.</li> <li>• Conduct assessment with the goal to identify the service beneficiary's needs, strengths and weaknesses in order to develop an appropriate intervention plan.</li> <li>• Adopt a developmental approach to assessment to focus on the risk as well as the resilience factors pertaining to the service beneficiary.</li> <li>• Assess household need using strengths-based assessment tools (CW 09);</li> <li>• Determine family composition (who resides in the household);</li> <li>• Assess economic situation (source of income and other means of survival, expenditure ability to purchase or provide food);</li> </ul>	<ul style="list-style-type: none"> <li>• Social worker</li> </ul>	<ul style="list-style-type: none"> <li>• Completed Form CW 09</li> <li>• Completed Process note CW 11</li> <li>• Updated Central Register CW 14</li> </ul>	3 days	

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> <li>• Assess social aspects of the family functioning, including:                             <ul style="list-style-type: none"> <li>➤ Relationships and support systems – how do family members interact with and relate to one another; family bonds; how do the family / household interact with the outside environment (neighbours and community at large)</li> <li>➤ Housing environment – is there adequate housing and enough space for all members?</li> <li>➤ Caring relationships – who is caring for whom? Are the carers able to give effective care?</li> <li>➤ Relationships to neighbours, other family members, faith groups, other community groups.</li> </ul> </li> <li>• Assess education – literacy levels; whether children and youth are at school or not; the school performance of children and youth.</li> <li>• Assess health aspects – whether the household has any members with disability or illness; assess age-appropriate development of children and youth:                             <ul style="list-style-type: none"> <li>➤ Nutrition – the availability of age-appropriate food on a regular basis; quality of food; food preparation and storage.</li> </ul> </li> <li>• Assess psychological aspects – level of maturity (rational decision-making ability, sense of responsibility, stress levels and previous traumas);</li> <li>• Assess emotional aspects – ability to express emotions and feelings appropriately; ability to cope with life situations.</li> <li>• Assess safety – how safe does the family feel?</li> <li>• Agree with the Beneficiary on the time and place for the next meeting to develop the Plan of Action (CW 09 Part 4 &amp; 5). Write</li> </ul>				

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		<p>this information on the Beneficiary Card and diarize details of the session</p> <ul style="list-style-type: none"> <li>• Social Worker capture the cases on online database capturing.</li> <li>• SAW record details of the case on the Central Register (CW 14).</li> <li>• Compile a comprehensive assessment report for every service beneficiary assessed and should result in a developmental intervention plan.</li> <li>• Relevant information must feed into the service beneficiary and/or community profile.</li> </ul>				
4.	Plan and sign the contract	<ul style="list-style-type: none"> <li>• Schedule an appointment to meet with the Beneficiary to conduct the planning and contracting exercise. Note: more than one appointment may be required to develop the Plan of Action.</li> <li>• Based on the needs of the family and building on the strength of the family, prioritize needs and develop a family care plan or individual care plan together with the family.</li> <li>• Decide whether this family or individual needs family and community strengthening support (e.g., to attend a parenting course), or focused psychosocial support (e.g. a support group for caregivers) or specialized psychosocial support (e.g. one or more family members to be seen by a psychologist). This may involve referring the individual for a PSS assessment.</li> <li>• Decide what level (of the pyramid) you might need to refer to: <ul style="list-style-type: none"> <li>➤ Level 1 – Basic services, raising awareness and mainstreaming PSS into basic services.</li> <li>➤ Level 2 – Strengthening community and family support.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Social Worker</li> </ul>	<ul style="list-style-type: none"> <li>• Diary</li> <li>• Beneficiary Card Diary</li> <li>• Completed CW 09</li> <li>• Approved Plan of Action</li> <li>• Updated Central Register CW 14</li> </ul>	2 days	

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> <li>➤ Level 3 – Focused non-specialized support.</li> <li>➤ Level 4 – Specialized services.</li> <li>• Complete CW 09 Section 3 and Section 4 of the Assessment, Planning and Contracting Form based on findings of Assessment.</li> <li>• Record the plan that covers the goals or outcomes envisaged as a result of the intervention and action plan.</li> <li>• Supervisor review and approve plan. Sign-off the Plan of Action for all cases.</li> <li>• Agree with the Beneficiary on the time and place for the next follow-up meeting or, if direct services are to be provided, the time and date for the first appointment. Diarise these dates and include appointment dates on the Beneficiary Card.</li> <li>• Record dates, intervention codes and due date for evaluation on the Central Register CW 14.</li> <li>• Sign the agreement for the intervention sessions.</li> </ul>				
5.	<b>Implement and monitor intervention</b>	<ul style="list-style-type: none"> <li>• Implementation of the Plan of Action (CW 09) as per the dates identified to ensure that all planned activities are implemented to meet the Beneficiary's' needs and to reduce risk.</li> <li>• Complete a Process Note CW 11 for each engagement.</li> <li>• Implement the relevant intervention depending on the need identified, the level of intervention required, the type of services required, the proposed outcomes or goals and the resources available.</li> <li>• Implement the action plan in joint process.</li> <li>• Render continuous monitoring and recording during the intervention implementation process.</li> </ul>	<ul style="list-style-type: none"> <li>• Social worker</li> </ul>	<ul style="list-style-type: none"> <li>• Plan of Action</li> <li>• Completed Process Note CW 11</li> <li>• Updated Central Register CW 14</li> <li>• Social Worker's report</li> </ul>	6 Months	



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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> <li>• Follow up with the family to ensure that they are receiving the care they need. This should involve follow-up home visits, monitoring of referrals made, monitoring the progress of the family and individuals and offering ongoing support.</li> <li>• Compile Social worker's report.</li> <li>• After each engagement, prepare process note and submit for capturing on Central Register CW 14.</li> </ul>				
6.	<b>Evaluate the impact</b>	<ul style="list-style-type: none"> <li>• Schedule an appointment and conduct formal evaluation of the provided intervention whether it has achieved its goal or outcome considering that the aim of psychosocial support is to improve or protect the psychosocial wellbeing of the children and members of the households we work with.</li> <li>• Decide on Action:               <ul style="list-style-type: none"> <li>➤ If continuation of the intervention, continue with current interventions, but set new date for evaluation using Process Note CW 11.</li> <li>➤ If alternative intervention, revise / rewrite Plan of Action, enter into a new contract and implement revised Plan of Action</li> <li>➤ If referral, complete Referral Form CW 04A or CW 04B.</li> <li>➤ If termination, complete Termination Report CW 13.</li> </ul> </li> <li>• Record details of the case on the Central Register CW 14.</li> <li>• Compile and submit the evaluation report CW 12</li> </ul>	<ul style="list-style-type: none"> <li>• Social worker</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation report CW 12</li> <li>• Reviewed Process Note CW 11 (if applicable)</li> <li>• Revised Plan of Action (if applicable)</li> <li>• Completed Termination Report CW 13 (if applicable)</li> <li>• Complete Referral Form CW 04A or CW 04B (if applicable)</li> <li>• Updated Central Register CW 14</li> </ul>	5 days	
7.	<b>Terminate the services</b>	If termination is the appropriate action after formal evaluation of the case with the Beneficiary., then agree with Beneficiary on termination date.	<ul style="list-style-type: none"> <li>• Social worker</li> </ul>	<ul style="list-style-type: none"> <li>• Beneficiary Exit form</li> </ul>	2 weeks	

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		<ul style="list-style-type: none"> <li>• Complete the beneficiary exit form with date of exit, successes and reasons for exit.</li> <li>• Record the exit form in the Beneficiary file.</li> <li>• Develop case termination report and submit to the supervisor to obtain approval to close the case.</li> <li>• Supervisor reviews and sign the case termination report.</li> <li>• Review all the documents/records in the Beneficiary's file and make sure the file is completed.</li> <li>• SAW record details of the case on the Central Register CW 14.</li> <li>• SAW Store safely the closed case file. Move the file to a 'closed file' cabinet if there is one.</li> </ul>		<ul style="list-style-type: none"> <li>• Updated Central Register CW 14</li> <li>• Beneficiary Termination report</li> </ul>		
8.	<b>Compile and submit the report to the District</b>	<ul style="list-style-type: none"> <li>• Social Worker retrieve the captured cases on online database capturing tool at the service office.</li> <li>• Record the captured cases on the monthly report.</li> <li>• Social worker submits the monthly report to the supervisor.</li> <li>• Social work supervisor/ Service office manager receives all the local service cases narrative reports and verify the captured online cases.</li> <li>• Social work supervisor/ Service office manager consolidates all the received cases narrative reports.</li> <li>• Quality assurance team quality assures, sign-off and submit to District on the month on monthly, quarterly, half yearly and annual basis on the last day of the month.</li> </ul>	<ul style="list-style-type: none"> <li>• Social work supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Online captured cases database</li> <li>• Monthly, quarterly, half yearly and annual report</li> </ul>	3 days	

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
9.	<b>Compile and submit the report to the Head Office</b>	<ul style="list-style-type: none"> <li>• District Social worker manager receives all local services reports and verify the received narrative reports on the online data capturing tool.</li> <li>• District Social worker manager consolidate the verified received narrative reports.</li> <li>• Quality assurance team quality assures, sign-off and submit to Head office on monthly, quarterly, half yearly and annual basis on the 5<sup>th</sup> of every month.</li> </ul>	<ul style="list-style-type: none"> <li>• District Social work Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Online captured cases database</li> <li>• Local service narrative report</li> <li>• Monthly, quarterly, half yearly and annual report</li> </ul>	5 days	
10.	<b>Compile and submit the report to Strategic Planning</b>	<ul style="list-style-type: none"> <li>• Head office Social work manager receives the narrative case reports from different districts and Admin officer verify against the captured data on online data capturing tool.</li> <li>• Head office Social work manager consolidate all the received verified reports.</li> <li>• Director: HIV, Care, Support and Prevention Services quality assures, sign-off and submit to Strategic Planning on monthly, quarterly, half yearly and annual basis on the 10<sup>th</sup> of every month.</li> </ul>	<ul style="list-style-type: none"> <li>• Head office Social work Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Online captured cases database</li> <li>• District narrative report</li> <li>• Monthly, quarterly, half yearly and annual report</li> </ul>	5 days	

## PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Ineffective quality assurance team	<ul style="list-style-type: none"> <li>Ineffective quality assurance team result to poor quality of report and also result to not meet the submission deadlines.</li> </ul>	H	H	<ul style="list-style-type: none"> <li>Intensify quality assurance teams at all levels of reporting by the District Directors.</li> </ul>	Manual
Insufficient resources	<ul style="list-style-type: none"> <li>Insufficient laptops result to delay in capturing data with also result to delay in report submission.</li> <li>Insufficient vehicles result in delay of service delivery.</li> <li>Shortage of human resources result to work overload can also result to burnout that can also result absentees and off sick.</li> </ul>	H	H	<ul style="list-style-type: none"> <li>Director: ICT Engineering to purchase more laptops.</li> <li>Director: Asset Management and Infrastructure to purchase more vehicles.</li> <li>Director: HRA to recruit more SSP</li> </ul>	Manual
Lack of Psychosocial Support Services information	<ul style="list-style-type: none"> <li>Lack of Psychosocial Support Services information result to family disintegration.</li> </ul>	M	M	<ul style="list-style-type: none"> <li>SSPs to market the Psychosocial Support Services to communities.</li> </ul>	Manual
Lack of Service monitoring and evaluation	<ul style="list-style-type: none"> <li>Lack of Service monitoring and evaluation will result poor service delivery.</li> </ul>	M	M	<ul style="list-style-type: none"> <li>District Director to enforce the responsible officials to utilize the approved SOP to ensure that service monitoring and evaluation is done.</li> </ul>	Manual
Staff Rotation	<ul style="list-style-type: none"> <li>Staff Rotation result to lack of continuity of implementation of the programme.</li> </ul>	H	M	<ul style="list-style-type: none"> <li>District Director to retain the trained staff.</li> </ul>	Manual




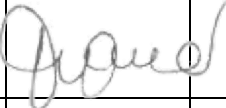

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Lack / insufficient of comprehensive supervision	<ul style="list-style-type: none"> <li>Lack / insufficient of comprehensive supervision can result to poor service delivery.</li> </ul>	M	H	<ul style="list-style-type: none"> <li>Intensify the supervision sessions by Social Work Supervisors</li> </ul>	Manual
File Storage	<ul style="list-style-type: none"> <li>Lack of proper file storage result to document loss.</li> </ul>	H	H	<ul style="list-style-type: none"> <li>Director: Asset Management to purchase lockable file storage and kept in a control registry room.</li> <li>To move from paper-based filing system to electronic filing system by Director – System Development and Maintenance.</li> </ul>	Manual

## LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT DESCRIPTION
<b>National Development Plan</b>	Chapter 11: Social Protection- Aims to create an inclusive Social Protection system that addresses all areas of and is responsive to the needs, realities, conditions and livelihoods of those who are most at risk. PRIORITY 4: Prevent and reduce the disease burden and promote health.
<b>National Strategic Plan For HIV, TB and STIs; 2023-2028</b>	Aims to place the country on track to eliminate HIV, TB and STIs as public health threats by 2030. Goal1 – Break down barriers to achieve solutions for HIV, TB and STIs. Goal 2- Maximize equitable and equal access to services and solution for HIV, TB and STIs.
<b>Framework for Social Welfare Services; 2013</b>	Seeks to facilitate/guide the implementation of a comprehensive, integrated, rights-based, well-resourced and quality developmental social welfare service.
<b>Procedure Manual for the revised Generic Intervention Processes Tools; 2019</b>	The purpose of this Procedure Manual is to promote a professional social work service. This Procedure Manual provides information on the activities and administrative/documentation tools for the three primary methods of social work interventions provided for in the Department of Social Development's (DSD) Generic Intervention Process Model for Social Welfare Services (SWS), namely: case work, group work and community work
<b>Psychosocial Support Intervention Guidelines for Vulnerable Children and Youth 2016/05/03</b>	The purpose of these intervention-based guidelines is to harmonize practices and offer practical guidance to those who deliver psychosocial support (PSS) services to ensure the psychosocial wellbeing of children, youth and their families made vulnerable by HIV and AIDS.
<b>Guidelines for Social Service Practitioners Enabling Access to HIV testing services for Children, Adolescents and Youth</b>	To enable access to HIV services in a structured manner for Children, Adolescents and Youth infected and affected by HIV
<b>National Guidelines for the Establishment and Management of Support Groups for Adults and Children</b>	Aim is to provide information on the establishment, management and maintenance of Support Groups for Children and Adults made Vulnerable by HIV and AIDS, Chronic Conditions and other Psychosocial challenges.
<b>Minimum Norms and Standards for Home and Community Based Care</b>	To outline the process of providing minimum standards for the delivery of services within the programme in order to ensure equality.
<b>The Constitution of the Republic of South Africa 1996</b>	It aims to take care of the Bill of Rights of the South African Citizens. Bill of Rights enshrines the rights of people in South Africa and affirms the democratic values of human dignity, equality and freedom.
<b>Children's Act no 38 of 2005</b>	Section 9 of Children's Act stipulates that the Child's Best Interest is of paramount importance in all matters concerning the care, protection and wellbeing of a child.

DOCUMENT NAME	DOCUMENT DESCRIPTION
<b>Policy Guideline for HIV Counselling and Testing (HCT) 2009</b>	The guideline seeks to help HCT service providers to provide caring, good quality, uniform and equitable HCT services in the country.
<b>Supervision Framework for Social Work Profession in South Africa 2012</b>	The aim is to improve quality Social Work services offered to service users as highlighted in the recruitment and Retention Strategy for Social Workers
<b>Integrated Service Delivery Model 2005</b>	The Model provides nature, scope and levels of intervention based on the developmental social service delivery that provides guidance on service delivery.

## AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Recommended by Director: HIV&AIDS, Care, Support and Prevention Services	V. Makhalane		The SOP will assist in defining processes to be followed in implementing this programme and will guide SSPs	12-12-2023
Recommended by Acting Chief Information Officer	M.E. Gazi		Recommended	13/12/2023
Chief Director: Developmental Social Welfare Services	Dr.S. Hugo		Recommended	13/12/2023
Acting DDG: Developmental Social Welfare Services	Z. Ganca		Recommended	14/12/2023
Approved by Head of the Department	M.Machemba		Approved	14/12/2023
Distribution and Use of SOP	All Departmental staff			

MA