Memphis TGA Ryan White Part A & MAI Emergency Financial Assistance Service Standards

PURPOSE

The purpose of the Ryan White Part A and MAI Emergency Financial Assistance (EFA) Standards of Care is to ensure that uniformity of service exists in the Memphis Transitional Grant Area (TGA) such that the consumers of a service receive the same quality of service regardless of where or by whom the service is provided. Standards will be used as contract requirements, in program monitoring, and in quality management. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

MEMPHIS TGA DEFINITION

The Memphis TGA has defined Emergency Financial Assistance (EFA) as the provision of short-term payments to vendors to assist with emergency expenses related to eyeglasses (must be directly related to HIV infection), essential utilities, and emergency short-term housing, including shelters, missions, hotels, and motels. Under no circumstances shall payment be made directly to clients.

The Memphis Area Planning Ryan White Planning Council has established a cap on EFA of $500 for the grant year effective FY 2013.

In the specific emergency situations listed below, an additional $500.00 is available per client:

- past due balances for utilities when it directly prevents a client from obtaining permanent housing;
- past due balances for utilities when it directly prevents a child from being taken from the home; and/or
- current housing situation is unsafe because of intimate partner violence.

HRSA DEFINTION

Emergency financial assistance is the provision of one-time or short-term payments to agencies or the establishment of voucher programs when other resources are not available to help with emergency expenses related to essential utilities (including heat, electricity, water/sewer, and telephone service), housing, food (including groceries, food vouchers, and food stamps), transportation, and medication.

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STANDARDS DEVELOPMENT PROCESS

These standards were developed through extensive background research on standards of care, a review of existing standards from other Ryan White Part A Eligible Metropolitan Areas (EMA) and TGAs, meetings of the Evaluation and Assessment Committee of the Memphis TGA Ryan White Planning Council and meetings with the Ryan White Part A Grantee.

APPLICATION OF STANDARDS

These standards apply to all agencies that are funded to provide Emergency Financial Assistance through Ryan White Part A or MAI within the Memphis TGA. These Standards should be used in combination with the Universal Standards of Care that apply to any agency or provider funded to provide any Ryan White Part A and/ or MAI service.

Standard	Measure/Method
I. Policies and Procedures	
A. See Universal Standards of Care for detailed information.	
B. Agency maintains an updated listing and/ or formal relationships with other providers of Ryan White and non-Ryan White emergency housing and utility assistance services.	• Written letter(s) of agreement on file, if applicable • Resource listing
II. Program Staff	
A. See Universal Standards of Care for detailed information.	
B. Staff is knowledgeable about available resources, referral processes and documentation requirements.	• Documentation of staff training
III. Access to Services	
A. See Universal Standards of Care for detailed information.	

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Standard	Measure/Method
B. Client satisfaction surveys are conducted on a regular basis, at least annually, and the results of customer surveys are incorporated into the provider's plans and objectives.	• Client satisfaction surveys • Summary of survey results and client recommendations • Review of agency plan in relation to survey results
IV. Eligibility Determination/Intake/Screening	
A. See Universal Standards of Care for detailed information.	
B. Each client must participate in an initial intake and screening process by providing their medical case manager with information that will enable assessment of need for assistance and eligibility for available for emergency housing and/or utility assistance programs.	• Policy and procedure on file describing the intake process • Documentation in client file
C. When determining eligibility for assistance with essential utilities, residency should be established based on the current Memphis TGA Eligibility Policy and Procedure.	• Documentation in client file
V. Assessment	
A. Medical case manager will document assessment of client's need for assistance and eligibility for available emergency house and/or utility assistance programs on the EFA referral form developed by the Grantee's office.	• Policy and procedure on file describing the assessment process • Documentation in client file
VI. Service Coordination/Treatment/ Referral	
A. Provision of all Ryan White Part A and/or MAI funded services is documented.	• Documentation of services provided, with dates, in client records

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B. EFA agency will NOT require client to obtain a denial from other utility assistance programs, if referral from the medical case manager indicates they are not eligible for those services prior to approving the use of Ryan White funds.	• Policies and procedures on file • Documentation of referral maintained in client file
C. Emergency EFA funds are intended to support clients during transitional periods. If emergency funds are accessed, the client's medical case manager is responsible for working with the client to develop a plan to obtain stable housing for the client within 10 days.	• Documentation in client file
D. When additional emergency funds are used, supporting documentation must be presented. In the case emergency funds are used because past due balances for utilities directly prevents a client from obtaining permanent housing, the utility bill and pending housing agreement must be in the client's name or their legal parent or guardian.	• Documentation in client file
E. EFA agency must have documentation that assistance was provided and that no funds were provided directly to the client.	• Documentation in client file
F. EFA agency must obtain a new referral from the client's medical case manager each time EFA is requested.	•
VII. Client Rights and Responsibilities	
A. See Universal Standards of Care for detailed information.	
B. Clients must have the right to access articulated appeal process when services are terminated.	• Policy on file • Documentation in client file as appropriate
C. Clients must be afforded information regarding transfer to an outside agency.	• Policy on file