

# 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.

## **HRSA DEFINITION**

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.

## **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, essential HIV medications, eyeglasses (must be directly related to HIV infection), 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 an annual cap on EFA of \$500 per client for all listed services indicated above with the exception of the HIV medications grant year effective FY 2017.

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 custodial child from being taken from the home; and/or
- current housing situation is unsafe because of domestic violence.

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

## 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 Recipient.

## APPLICATION OF STANDARDS

These standards apply to all sub-recipients 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 all sub-recipients funded to provide any Ryan White Part A and/ or MAI service.

Standard	Measure/Method
<b>I. Policies and Procedures</b>	
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.	<ul style="list-style-type: none"> <li>• Written letter(s) of agreement on file, if applicable</li> <li>• Resource listing</li> </ul>
<b>II. Subrecipient Staff</b>	
A. See Universal Standards of Care for detailed information.	
B. Staff is knowledgeable about available resources, referral processes and documentation requirements.	<ul style="list-style-type: none"> <li>• Documentation of staff training</li> </ul>
<b>III. Access to Services</b>	
A. See Universal Standards of Care for detailed information.	
B. Client satisfaction surveys are conducted on a regular basis, at least annually, and the results of customer surveys are incorporated into the sub-recipient's quality improvement plan..	<ul style="list-style-type: none"> <li>• Client satisfaction surveys</li> <li>• Summary of survey results and client recommendations</li> </ul>

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

Standard	Measure/Method
	<ul style="list-style-type: none"> <li>Review of agency plan in relation to survey results</li> </ul>
<b>IV. Eligibility Determination/Intake/Screening</b>	
A. See Universal Standards of Care for detailed information.	
B. When determining eligibility for emergency financial assistance, it is required that the client be Ryan White certified and experiencing a hardship for one or more of the following reasons: <ol style="list-style-type: none"> <li>i. a significant increase in bills</li> <li>ii. a decrease in income</li> <li>iii. the monthly cost of their shelter is more than 30% of the household's monthly income</li> <li>iv. the monthly cost of utilities is more than 10% of the household's monthly income</li> <li>v. client is unable to provide for their basic needs and shelter</li> <li>vi. a failure to provide emergency financial assistance will result in danger to the physical health of the client or dependent children, and</li> <li>vii. other emergency needs as deemed appropriate by the subrecipient.</li> </ol>	<ul style="list-style-type: none"> <li>Policy and procedure on file describing the intake process</li> <li>Documentation in client file</li> </ul>
C. Cut-off notices are not required to determine eligibility.	
D. Each client must participate in an initial intake and screening process by providing information that will enable their medical case manager with to assess the client's eligibility for all other available utility assistance programs.	<ul style="list-style-type: none"> <li>Documentation in client file</li> </ul>
<b>V. Assessment</b>	
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 Recipient's office.	<ul style="list-style-type: none"> <li>Policy and procedure on file describing the assessment process</li> <li>Documentation in client file</li> </ul>

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

Standard	Measure/Method
<b>VI. Service Coordination/Treatment/ Referral</b>	
A. Provision of all Ryan White Part A and/or MAI funded services is documented.	<ul style="list-style-type: none"> <li>• Documentation of services provided, with dates, in client records</li> </ul>
B. EFA agency will NOT require client to obtain a denial from other utility assistance programs, the EFA sub-recipient shall ensure Ryan White is the payer of last resort.	<ul style="list-style-type: none"> <li>• Policies and procedures on file</li> <li>• Documentation of referral maintained in client file</li> </ul>
C. Additional EFA funds for the specific emergency situations listed on page 1 are intended to support clients during transitional periods. If additional funds are accessed, the client’s medical case manager is responsible for working with the client to develop a plan to obtain stability for the client within 10 days.	<ul style="list-style-type: none"> <li>• Documentation in client file</li> </ul>
D. When additional emergency funds are used, supporting documentation must be presented. In the case additional 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.	<ul style="list-style-type: none"> <li>• Documentation in client file</li> </ul>
E. EFA agency must have documentation that assistance was provided and that no funds were provided directly to the client.	<ul style="list-style-type: none"> <li>• Documentation in client file</li> </ul>
F. EFA agency must obtain a new referral from the client’s medical case manager each time EFA is requested.	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>VII. Client Rights and Responsibilities</b>	
A. See Universal Standards of Care for detailed information.	
B. Clients must have the right to access articulated appeal process when services are terminated.	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Documentation in client file as</li> </ul>

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

Standard	Measure/Method
	appropriate
C. Clients must be afforded information regarding transfer to an outside agency.	• Policy on file