

Memphis TGA Ryan White Part A & MAI Housing Services Standards of Care

PURPOSE

The purpose of the Ryan White Part A & MAI Housing 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.

The purpose of Housing Services is to provide Persons Living with HIV/AIDS (PLWHA) with safe and secure temporary housing that will enable a client to enroll in and/or maintain participation in medical care while a long-term housing placement plan is developed in collaboration with the client's medical case manager.

DEFINITION

Housing services are the provision of short-term assistance to support emergency, temporary, or transitional housing to enable an individual or family to gain or maintain medical care. Housing-related referral services include assessment, search, placement, advocacy, and associated fees. Eligible housing can include both housing that does not provide direct medical or supportive services and housing that provides some type of medical or supportive services, such as residential mental health services, foster care, or assisted living residential services. **Housing assistance will be limited to a 24 month cumulative CAP for eligible individuals.**

Housing services will:

1. Assess client's need for housing assistance and assess client's eligibility for other housing services funded by other programs;
2. Determine the client's barriers to obtaining and maintaining long-term housing;
3. Develop a housing plan that includes both short-term and long-term goals in collaboration with the client and the client's medical case manager; and
4. Arrange housing assistance for eligible clients.
5. **Housing services will require eligible individuals to pay no more than 30% of their monthly income towards rent**

Memphis TGA Ryan White Part A & MAI Housing Services Standards of Care

6. Individuals determined to be eligible to receive Housing services will be also be eligible to receive assistance to pay deposits to secure housing.
7. Rental units selected by eligible individuals will be subject to Fair Market Rent requirement

APPLICATION OF STANDARDS

These standards apply to all agencies that are funded to provide Housing Services through Ryan White Part A and/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.

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.

Standard	Measure/Method
I. Policies and Procedures	
A. See Universal Standards of Care	
II. Program Staff	
A. Agency staff is knowledgeable about available resources to avoid duplication of services.	<ul style="list-style-type: none"> • Documentation of community resources (e.g., resource directories, program eligibility criteria, etc.)
B. See Universal Standards of Care for detailed information.	

Memphis TGA Ryan White Part A & MAI Housing Services Standards of Care

Standard	Measure/Method
III. Access to Services	
A. See Universal Standards of Care for detailed information.	
IV. Eligibility Determination/Intake/Screening	
A. See Universal Standards of Care for detailed information.	
<p>A. Housing services are specifically designed to be provided to PLWHA: B. Housing services will increase housing stability among PLWHA in the TGA</p> <p>C. Eligible individuals annual income must fall between 100% and 300% of the federal poverty line.</p>	<p>Client's intake/assessment includes:</p> <ul style="list-style-type: none"> • Documentation of unstable housing situation; or • Documentation of annual household income
V. Assessment/ Plan of Care	
<p>A. An assessment must be completed before services are provided. Include the following information:</p> <ul style="list-style-type: none"> ○ Client's financial resources including employment, income, access to entitlement or public assistance programs; ○ Client's housing history, and specific housing needs; ○ Client's eligibility or ineligibility for other housing assistance programs; ○ Client's health status, with specific documentation of physical limitations and/or disabilities; ○ Client's social functioning and support systems; and ○ Client's emotional, substance use/abuse and mental health issues that impact their ability to obtain and maintain stable housing. 	<ul style="list-style-type: none"> • Policy and procedures related to Housing services on file • Documentation in client file
B. Agency may use information from other assessments (e.g., medical case management or EIS) in determining client needs if applicable.	○ Documentation in client file
C. Results of assessments are kept in client's file.	○ Documentation in client file
D. A written housing plan must be developed within 30 calendar days from assessment	○ Documentation in client file

Memphis TGA Ryan White Part A & MAI Housing Services Standards of Care

Standard	Measure/Method
date with the participation and agreement of the client and client’s medical case manager, and must include clearly defined priority areas and time frames. The plan must have specific, realistic, obtainable and measurable objectives.	
<p>E. Plans must be re-evaluated every 6 months</p> <p>F. Collaboration between Housing Case Manager and Medical Case Manager. Housing plans and care plans must be shared. If individual not in care, must be linked to EIS or other linkage program</p>	<ul style="list-style-type: none"> ○ Documentation in client file ○ Documentation of reasons preventing client getting into care/staying in medical care
<p>G. Information to be documented in the plan of care includes:</p> <ul style="list-style-type: none"> ○ List of client service needs; ○ Establishment of short and long-term objectives for housing assistance; ○ Establishment of objectives to secure employment and/or public benefits and for financial planning; ○ Establishment of objective to enroll and complete life skills/financial literacy course ○ Establishment of objectives for obtaining/staying in medical care; ○ Establishment of objectives to address other issues identified in the assessment as barriers to stable housing; ○ Objectives and action steps to meet short and long-term goals; ○ Schedule of home visits, with at least 1 visit each month; ○ Schedule of medical and supportive service appointments that client must keep in order to continue receiving Housing services; ○ Resources to be used to meet client goals; and ○ Criteria for determination of completion of goals 	<ul style="list-style-type: none"> ○ Documentation in client file
H. Documentation of the client’s participation in the planning process is done with signature by the client and/or legal guardian. If the client is unable to sign written plan, there needs to be written documentation of the reasons why not and mechanism to later secure needed signature(s).	<ul style="list-style-type: none"> ○ Documentation in client file
I. Services must not be routinely rendered without a written plan of care.	<ul style="list-style-type: none"> ○ Documentation in client file
J. The Written Plan of Care must evidence on-going involvement and review by the Housing services staff with the client.	<ul style="list-style-type: none"> ○ Documentation in client file

Memphis TGA Ryan White Part A & MAI Housing Services Standards of Care

Standard	Measure/Method
<p>K. Non-scheduled care plan meetings may occur as the need arises.</p> <p>L. Individuals eligible for housing services will have a maximum of 24 Cumulative months of Housing Assistance</p>	<ul style="list-style-type: none"> ○ Documentation in client file
VI. Monitoring/ Reassessment/ Termination of Treatment Plan	
<p>A. The needs and status of each client receiving Housing services will be monitored at least once per month on a regular basis. The purpose of monitoring is to allow the client and Housing provider to assess the progress of the plan of care in order to make revisions in goals and objectives. Elements to be monitored/assessed include:</p> <ul style="list-style-type: none"> ○ Client progress toward objectives; ○ Client attendance at medical and support service appointments; ○ Client progress in obtaining long-term housing assistance. 	<ul style="list-style-type: none"> ○ Documentation in client file
<p>B. Documentation of service/ written care plan implementation/monitoring/review, client participation, success, barriers and/or failures should be documented in the client chart.</p>	<ul style="list-style-type: none"> ○ Documentation in client file
<p>C. Each client may be terminated from services as a result of monitoring, reassessment, or any form of client ineligibility. The purpose of this phase is to systematically conduct closure of the patient's record. The criteria for termination must be the result of previously discussed conditions directly relating to the written plan of care. The purpose of termination may be initiated by the client or case manager.</p> <p>Conditions which result in a client's termination from services may include:</p> <ul style="list-style-type: none"> ○ Attainment of goals ○ Non-compliance with stipulations of written plan ○ Change in status which results in program ineligibility ○ Client desire to terminate services ○ Death 	<ul style="list-style-type: none"> ○ Documentation in client file
VII. Service Coordination/ Referral	
<p>A. Providers must demonstrate strong linkages with Ryan White Medical Case Managers and providers of other housing programs and services. These must be in the form of written Memorandum of Agreement (MOU).</p>	<ul style="list-style-type: none"> ● Agency documentation of MOUs .

Memphis TGA Ryan White Part A & MAI Housing Services Standards of Care

Standard	Measure/Method
VIII. Client Rights and Responsibilities	
A. See Universal Standards of Care	
B. A client may refuse to agree to the identification of any or all problems, goals and/or action steps. In such cases the client chart (written plan and/or progress notes) must reflect the refusal, reasons and if appropriate, client signature.	<ul style="list-style-type: none"> ○ Documentation in client file ○ Policy on file
C. The client must inform the Housing services provider of any change in status or if any problems are found with the services provided.	<ul style="list-style-type: none"> ○ Documentation in client file ○ Policy on file
D. Client must have the right to access an articulated appeal process when services are terminated, as can be found in the agency's written Grievance Policy.	<ul style="list-style-type: none"> ○ Documentation in client file ○ Policy on file
E. If terminated, client must be given information regarding other available resources.	<ul style="list-style-type: none"> ○ Documentation in client file ○ Policy on file