

TITLE: Emergency Financial Assistance Service Standards PROGRAM: Ryan White Part B SECTION: SUPPORT Services	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Reviewed	DATE: 8/6/19
Executive Sponsor: Utah Department of Health Policy Owner: RWB Client Services Manager Approved by: RWB Policy and Eligibility Manager	ORIGINATION DATE: April 2012	

SERVICE CATEGORY DEFINITION

Emergency Financial Assistance provides limited one-time or short-term payments to assist the RWB client with an emergent need for paying for essential utilities and housing. Emergency financial assistance can occur as a direct payment to an agency or through a voucher program.

Direct cash payments to clients are not permitted. It is expected that all other sources of funding in the community for emergency financial assistance will be effectively used and that any allocation of RWB funds for these purposes will be as the payer of last resort, and for limited amounts, uses, and periods of time. Continuous provision of an allowable service to a client should not be funded through emergency financial assistance.

Standard	Measure
Key Service Components and Activities	
Clients are eligible for up to \$3,000 in a 12-month period and \$6,000 in a 36 month period	Client level report
Program cannot pay more than \$1,000 per month for eligible services	Client level report
Program limitations and requirements: <ul style="list-style-type: none"> • Program cannot pay late fees • Program cannot pay mortgage • Program can only pay 3 months of the client's portion per request • Payments are sent by check directly to landlord/vendor 	<ul style="list-style-type: none"> • Official rental documentation or utility bill • Emergency Financial Assistance: Housing and Utilities Assistance Request Form
Assessment and Service Plan	
Medical team conducts an assessment for Emergency Financial Assistance which includes <ul style="list-style-type: none"> • Assessment for need of service • Total amount requested • Month(s) clients is requesting needed assistance and type of assistance • Payment Payable to information • Adult household size • Assessment of other available housing 	<ul style="list-style-type: none"> • Documentation of referral in client's file • Emergency Financial Assistance: Housing and Utilities Assistance Request Form received and reviewed by Program
Cultural and Linguistic Competency	
Request forms are provided in both English and Spanish	Request forms
See Universal Standards	
<ul style="list-style-type: none"> • Case Closure • Client Rights and Responsibilities • Cultural and Linguistic Competency 	

- Grievance Process
- Intake and Eligibility
- Personnel Qualifications
- Privacy and Confidentiality
- Recertification Requirements
- Transition and Discharge

RESOURCES

HRSA RW Program Services PCN 16-02

https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Review/Revise Date	Title of reviewer	Change Description or Location of Change
Approval Group		Date Reviewed
UDOH RWB Clinical Quality Coordinator: Vinnie Watkins		7/23/2019
UDOH RWB Case Management Coordinator: Seyha Ros		7/31/2019
UDOH RWB Client Services Coordinator: Allison Allred		7/31/2019
UDOH RWB Policy and Eligibility Manager: Brianne Glenn		8/5/2019
UDOH RWB Client Services Manager: Tyler Fisher		8/6/2019
UDOH RWB Prevention Treatment & Care Manager: Amelia Self		8/7/2019