

Seattle TGA Ryan White Program Standards

Emergency Financial Assistance

Approved by Council on 4/12/2021

HRSA Definition:

Emergency Financial Assistance provides limited one-time or short-term payments to assist the RWHAP client with an emergent need for paying for essential utilities, housing, food (including groceries, and food vouchers), transportation, and medication. Emergency financial assistance can occur as a direct payment to an agency or through a voucher program.

Program Guidance:

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 RWHAP 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. See AIDS Drug Assistance Program Treatments, AIDS Pharmaceutical Assistance, and other corresponding categories.

Seattle TGA Definition (includes directives):

Directive: The highest priority of emergency financial assistance should be prevention and mediation of homelessness, including acquiring and maintaining employment, for undocumented persons or others with no alternative source of aid.

Service Units Definitions

- **Rental Assistance:** (1 unit = 1 payment) Assistance provided on behalf of clients (depending on emergency need and eligibility) to help meet emergency rent needs. Payment is made directly to a third-party payee (housing provider) because funds cannot be paid directly to a client. Additionally, grants may not be used to pay for mortgages or rental payments in arrears. The agency establishes a maximum allowable annual assistance amount for each client.
- **Utilities Assistance:** (1 unit = 1 payment) Financial assistance provided to help clients meet emergency utility needs, including cellphone, internet, and data service. Payment is made directly to a third-party payee (e.g., utility company) because funds cannot be paid directly to a client.

All Category Services

1.0 General Standards

| | STANDARD | MEASURE |
|-----|----------------------------------------------------------------------|---------------------------------------|
| 1.1 | Program adheres to Seattle TGA Ryan White Program General Standards. | Part A site visit documents adherence |

2.0 Staff & Volunteer Qualifications and Training

| | STANDARD | MEASURE |
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| 2.1 | Please refer to the General Standards, specific sub-priority standards are listed below in the sub-priorities. | Part A site visit documents adherence |
| | Staff persons should demonstrate competency, knowledge and skills in the following areas: <ul style="list-style-type: none"> • Knowledge of community resources that provide emergency services | Demonstrated competencies, knowledge and skills must be available upon request (e.g. participation in training, formal supervisory review, direct observation, case review, etc.) |

3.0 Services

| | STANDARD | MEASURE |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | Agency develops and implements policies and procedures to determine eligibility criteria, maximum allowable assistance, payment processes, and client follow-up. | Program documentation |
| 3.2 | Each client is screened for eligibility and emergent need. | Documentation in client record of an intake, assessment, or progress notes that mention current and past financial support needs |
| 3.3 | In addition to providing emergency financial assistance, agency identifies additional funding sources for the client and makes referrals as appropriate and based on the client's wishes. | Documentation in client record |
| 3.4 | Invoices and bills must be in the client's name. Exceptions may be made in instances where it can be documented that, although the service (e.g. utility) is in another person's name, it directly benefits the client. | Documentation of invoice/bill in client record If the service is in another person's name, the address must match the client's current address that can be verified by another form of documentation (e.g. Proof of Residency, other bills, recent mail, etc.) |
| 3.5 | The agency has a procedure to protect client confidentiality when making payments for assistance (e.g. checks that do not identify the agency as an HIV/AIDS agency). | Program documentation |
| 3.6 | The agency will issue payment for each approved request in a timely manner. | Documentation in client record tracking the dates of each initial client request, agency approval or denial, and issuance of payment. |

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| | | In addition, subrecipients will work with recipient staff to develop a method to collect data to measure the efficiency with which the agency responds to requests. |
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6.0 Case Closure

| | STANDARD | MEASURE |
|-----|----------------------------------------------------------------------------------------|------------------------------------|
| 6.1 | Please refer to general standards wherein the agency follows its case closure policies | Documentation in the client record |

Dates Revised:
4/12/2021 (Created)