

Service Category Definition (approved by SPA February 2020)

Housing Assistance and Related Services provides short-term or emergency housing assistance to enable an individual or family to gain or maintain outpatient/ambulatory health services and treatment. Funds can be used for emergency rental assistance including 1st month’s rent and any rent arrearage.

Housing activities also include housing referral services, including assessment, search, placement, and housing advocacy services on behalf of the eligible client, as well as fees associated with these activities.

Short term emergency housing assistance (other than 1st month and back rent) requires prior authorization from the Ryan White Office (Recipient). Housing activities cannot be in the form of direct cash payments to clients and cannot be used for mortgage payments or rental deposits, although these may be allowable costs under the HUD Housing Opportunities for Persons with AIDS grant awards. Activities within the Housing category must also include the development of an individualized housing plan, updated annually, to guide the client’s linkage to permanent housing.

Intake and Eligibility (HIV/AIDS BUREAU PCN #13-02)

For both initial/annual and six-month recertification procedures, eligibility determinations may be performed simultaneously with testing and treatment. Recipients and subrecipients assume the risk of recouping any HRSA RWHAP funds utilized for clients ultimately determined to be ineligible, and instead charge an alternate payment source, or otherwise ensure that funds are returned to the HRSA RWHAP program.

REQUIRED ELIGIBILITY DOCUMENTATION TABLE

Eligibility Requirement	Initial Eligibility Determination & Once a Year/12 Month Period Recertification	Recertification (minimum of every six months)
HIV Status	<ul style="list-style-type: none"> • Documentation required for Initial Eligibility Determination • Documentation is not required for the once a year/12-month period recertification 	No documentation required
Income	Self-attestation form for recertification ONLY	<ul style="list-style-type: none"> • Recipient may choose to require a full application and associated documentation OR • Self-attestation of no change • Self-attestation of change - Recipient must require documentation of change in eligibility status
Residency	Self-attestation form for recertification ONLY	<ul style="list-style-type: none"> • Recipient may choose to require a full application and associated documentation OR • Self-attestation of no change • Self-attestation of change - Recipient must require documentation

Insurance Status	Recipient must verify if the applicant is enrolled in other health care coverage and document status in the client's chart.	<ul style="list-style-type: none"> Recipient must verify if the applicant is enrolled in other health coverage OR Self-attestation of no change Self-attestation of change - Recipient must require documentation
Viral Load	Documentation of viral load count	Documentation of viral load count

All agencies are required to have a client intake and eligibility policy on file that adheres to the EMA's eligibility policy. It is the responsibility of the agency to determine and document client eligibility status, as outlined in the Ryan White Part A Eligibility Policy in accordance with HRSA/HAB regulations. Eligibility must be completed at least once every six months.

Eligible clients in the New Haven & Fairfield Counties EMA must:

- Live in New Haven or Fairfield Counties in Connecticut;
- Have a documented diagnosis of HIV/AIDS;
- Have a household income that is at or below 300% of the federal poverty level; and
- Be uninsured or underinsured.

Services will be provided to all Ryan White Part A eligible clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, prior medical history, or any other basis prohibited by law.

Personnel Qualifications (including licensure)

Agency ensures that housing staff is qualified and trained for the responsibilities of providing housing services and administering the housing program.

Care and Quality Improvement Outcome Goals

Program Outcomes:

- 100% of clients receiving housing services maintain stable housing during the measurement year.
- 90% of clients are virally suppressed as evidenced by the last viral load test within the measurement year (<200 copies/mL) at last test of the measurement year as documented by the medical case manager.

Service Standards and Goals

HRSA/HAB Performance Measure: Viral Suppression (NQF#: 2082)		GOAL
STANDARD/MEASURE	AGENCY RESPONSIBILITY	
Clients are virally suppressed.	Documentation that the client is virally suppressed within as evidenced by the last viral load test within the measurement year (<200 copies/mL) at last test of the measurement year as documented by the medical case manager.	90%

HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section C: Support Services		GOAL
STANDARD/MEASURE	AGENCY RESPONSIBILITY	
<p>Documentation that funds are used only for allowable purposes as defined by 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.</p> <p>Housing-related referral services including housing assessment, search, placement, advocacy, and the fees associated with them.</p> <p>Housing related referrals are provided by case managers or other professional(s) who possess a comprehensive knowledge of local, state, and federal housing programs and how to access these programs for all housing, regardless whether or not the service includes some type of medical or supportive services.</p>	<p>Document:</p> <ol style="list-style-type: none"> 1. Services provided including number of clients served, duration of housing services, types of housing provided, and housing referral services. 2. Staff providing housing services are case managers or other professionals who possess a comprehensive knowledge of local, state, and federal housing programs and how to access those programs. <ul style="list-style-type: none"> • Maintain client records that document: <ol style="list-style-type: none"> 1. Client eligibility determination Housing services, including referral services provided 2. Individualized housing plans for all clients that receive short-term, transitional, and emergency housing services. <p>Mechanisms are in place to allow newly identified clients access to housing services.</p>	100%
<p>Each client receives assistance designed to help him/her obtain stable long-term housing, through a strategy to identify, relocate, and/or ensure the individual or family is moved to or capable of maintaining a stable long-term living situation</p>	<p>Develop and maintain housing policies and procedures that are consistent with this Housing Policy Assistance provided to clients to help them obtain stable long-term housing.</p>	
<p>Housing services are essential for an individual or family to gain or maintain access and compliance with HIV-related medical care and treatment.</p>		
<p>Policies and procedures to provide individualized written housing plan, consistent with this Housing Policy, covering each client receiving short term, transitional and emergency housing services.</p>		
<p>No funds are used for direct payments to recipients of services for rent or mortgages</p>	<p>Provide documentation and assurance that no Ryan White funds are used to provide direct payments to clients for rent or mortgages.</p>	100%

New Haven/Fairfield Counties EMA RWHAP Part A Program Monitoring Standards for Housing Assistance		GOAL
STANDARD/MEASURE	AGENCY RESPONSIBILITY	
Provider agency ensures that housing staff is qualified and trained for the responsibilities of providing housing services and administering the housing program.	Job descriptions and resumes document appropriate qualifications	100%
Timeliness of provision of housing assistance.	Housing Assistance funds to landlord within 7 business days of completed housing request.	100%
Client maintains/obtains housing.	Documentation of housing services are entered into CAREWare.	100%
Housing increases access to and maintenance in medical care.	Clients had a medical visit during the measurement year.	90%

Clients Rights and Responsibilities

Agencies providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each agency will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer fully understands their rights and responsibilities.

Client Charts, Privacy, and Confidentiality

Agencies providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of the client's Personal Health Information (PHI). Agencies must have a client's release of information policy in place and review the release regulations with the client before services are provided. A signed copy of the client's release of information must be included in the client's chart.

Cultural and Linguistic Competency

Agencies providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services. (please see <https://minorityhealth.hhs.gov/omh/browse.aspx?vl=2&vlid=53> for more information)

Client Grievance Process

Each agency must have a written grievance procedure policy. Clients will be informed and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of receipt of the grievance procedure policy form must be included in the client's chart.

Case Closure Protocol

Each agency providing services will have a case closure protocol. The reason for case closure must be properly documented in each client's chart.