



## SERVICE CATEGORY DEFINITION

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### Emergency Financial Assistance (EFA):

**Emergency Financial Assistance** is the provision of short-term payment(s) to utility providers to assist with emergency expenses related to essential utilities, such as heat, electricity, water/sewer, and telephone service. These short-term payment(s) must be carefully monitored to assure limited amounts, limited use, and for limited periods of time. Note: **Direct cash payments to clients are not permitted**

## HRSA DEFINITION

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### Emergency Financial Assistance (EFA):

Support for Emergency Financial Assistance (EFA) for essential services including utilities, housing, food (including groceries, food vouchers and food stamps), or medications, provided to clients with limited frequency and for limited periods of time, through either:

- Short-term payments to agencies
- Establishment of voucher programs

## CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

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The overall treatment goal of Emergency Financial Assistance is to provide assistance to individual clients with limited frequency and for limited periods of time. Assistance is provided only for the following essential utilities, such as heat, electricity, water/sewer, and telephone service. Short-term payments are made to the service entity, with no direct payments to clients. All emergency funds are allocated, tracked, and reported by type of assistance and Ryan White is the payer of last resort.

- 100% of clients with EFA services documented in CAREWare in the measurement year
- 90% of clients have 2 medical visits during the measurement year

The Monitoring Standard is as follows:



- Maintain client records that document for each client:
  1. Client eligibility and need for EFA
  2. Types of EFA provided
  3. Date(s) EFA was provided
  4. Method of providing EFA
  5. Eligibility must be updated every six (6) months to include proof of income and proof of residency.
  
- Maintain and make available to the grantee program documentation of assistance provided including:
  1. Number of clients and amount expended.
  2. Summary of number of EFA services received by client.
  
- Provide assurance to the grantee that all EFA:
  1. Was for allowable types of assistance
  2. Was used only in cases where Ryan White was the payer of last resort

## SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
1. Provider adheres to the Planning Council written guidelines that list the criteria, including allowable extenuating circumstances to determine if a client is eligible for financial assistance.	Agency has documented criteria to determine eligibility for financial assistance.	100%
2. Agency provides orientation for staff members and follows written guidelines, without exception.	Client's chart documents adherence to guidelines	100%
3. Services are made available to all individuals who meet EFA program eligibility requirements.	Eligibility criteria include 30 days or more past due bill notice, inability to pay bill (lack of employment, no other source of funds, or no other funding	100%



		program)	
4.	Provider will establish collaborative relationships with other Emergency Financial Assistance providers.	Letter of collaboration in place between providers/case management agencies.	100%
5.	Service provider assists client in seeking at least 3 alternate funding sources.	Planning sessions occur with clients regarding alternate funding source investigation (min. 3)	90%
6.	Provider stays within the emergency financial Assistance cap per directives or will inform case managers when the cap will be exceeded.	Agencies stay within the emergency financial assistance cap or inform the case managers when it will be exceeded.	100%
7.	Provider agency pay non-urgent requests for payments within 7 business days.	Client charts show non-urgent payment requests paid within 7 business days	100%
8.	Provider agency pay urgent requests for payments within 2 business days. Urgent payment is where utility disconnect is eminent within 2 business days.	Client charts show urgent payment requests paid within 2 business days	100%

## DATA REPORTING

Part A service providers are responsible for documenting and keeping accurate records of Ryan White Program Data/Client information, units of service, and client health outcomes. Reporting units of service are a component of each agency's approved workplan. Please refer to the most current workplan, including any amendments, for guidance regarding units of service. Summaries of service statistics by priority will be made available to the Planning Council by the Grantee for priority setting, resource allocation and evaluation