

### **Health Resources and Services Administration (HRSA) service definition:**

Emergency Financial Assistance (EFA) provides limited one-time or short-term payments to assist the Ryan White HIV/AIDS Program (RWHAP) client with an urgent 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 payor 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
- Assistance that exceeds limited one-time or short-term payments should be referred to the appropriate service, such as housing services, the AIDS Drug Assistance Program (ADAP), or others

### **Key service components and activities:**

The HIV Services Program funds direct payments to support only the following Emergency Financial Assistance (EFA) essential services:

- Housing
- Utilities
- Food

### **Service limitations**

The need for EFA must be demonstrated through proof of hardship to receive this short-term assistance. Examples of this include:

- A significant increase in bills or expenses
- A documented decrease in income
- Unexpected expense on essential items
- Issues with providing proof of needed credit or documentation to obtain shelter or basic needs
- Proof that not meeting the EFA request will be detrimental to the client's overall health.

**Note:** Clients have the right to appeal their agency's decision regarding EFA funding.

The HIV Services Program has determined that **up to three service units per subservice** may be utilized for each client assessed and determined eligible for EFA per grant year. The following limitations may be applied at each funded agency's discretion:

- **Housing:** Only one payment can be provided for rental assistance. If longer term assistance is needed a Ryan White Housing Category should be utilized along with other housing options sponsored by other agencies. Ryan White should always be the payor of last resort.
- **Utilities:** Utility payments should be provided in limited capacity. If a client has utilities that are combined by the utility company, for example water and gas, then assistance can be provided for those bills. Ryan White should always be the payor of last resort.
- **Food:** Vouchers/pantry orders/gift cards should be used in limited capacity to meet the allowed service unit limitation. Hygiene products should not be included in any assistance provided. If someone is experiencing long term food insecurity, Ryan White Food Bank should be utilized along with other food assistance programs sponsored by other agencies. Ryan White should always be the payor of last resort.

### **HIV Services Program service standards:**

Key service components and activities are noted in the service standards below

<b>Standard</b>	<b>Documentation</b>
<b>Personnel qualifications</b>	
Not applicable	Not applicable
<b>Eligibility Criteria</b>	
<ol style="list-style-type: none"> <li>1. Subrecipient must have established criteria for the provision of EFA that includes at minimum: <ol style="list-style-type: none"> <li>a. Eligibility verification consistent with recipient requirements</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Non-medical case managers/appropriate agency staff must maintain up to date eligibility records for clients according to agency protocol and in any data system required by the Indiana Department of Health (IDOH).</li> <li>2. Documentation must be made available for IDOH upon request.</li> </ol>
<b>Service Delivery</b>	
<ol style="list-style-type: none"> <li>1. Subrecipients must assess client need for EFA support, documenting how other resources have been utilized.</li> <li>2. Subrecipient must document plan for client to access EFA with limited frequency and duration.</li> </ol>	<ol style="list-style-type: none"> <li>1. Documentation of client need in client record.</li> <li>2. Documentation of other community resources utilized.</li> </ol>



<p>a. Needs that exceed limited one-time or short-term assistance should be referred to the appropriate service</p> <p>3. Subrecipients must have established policies and procedures for EFA support for the following:</p> <ol style="list-style-type: none"> <li>Housing</li> <li>Utilities</li> <li>Food</li> </ol>	<p>3. Documentation of plan that supports client's limited frequency and duration of assistance through EFA</p> <p>4. Agency-specific policies and procedures for assessing and distributing EFA support</p> <p>5. Services units provided must be recorded in CAREWare service tracking system no later than 20 days after the end of each month in which services were provided. Case notes entry is required, but the deadline for entry is determined by the funded agency.</p>
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**Subservices:**

- EFA – Food
- EFA – Utilities
- EFA – Housing

**Service unit definition:**

- One unit = one payment

