

## **Indiana Department of Health HIV Services Program Emergency Financial Assistance (EFA) Service Standard**

### **HRSA Service 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 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 other services.

### **Key Service Components and Activities:**

The HIV Services Program funds direct payments to support only the following EFA essential services:

- Rent
- Utilities
- Food

The HIV Services Program has determined that **up to three (3) service units per subservice** may be utilized for each client assessed and determined eligible for EFA per grant year.

Key service components and activities are noted in the Service Standards below.

### **HIV Services Program Service Standards:**

<b>Standard</b>	<b>Documentation</b>
<b>1. Personnel Qualifications</b>	
Not applicable	Not applicable
<b>2. Eligibility Criteria</b>	
1. Sub-recipient must have established criteria for the provision of EFA that includes at minimum:	1. Non-medical case managers must maintain up to date eligibility records for clients according to agency protocol and in any data system required by IDOH.

<p>a. Eligibility verification consistent with recipient requirements</p>	<p>2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program.</p> <p>3. Documentation must be made available for IDOH upon request.</p>
<p><b>3. Service Delivery</b></p>	
<p>1. Sub-recipients must assess need of the client for EFA support, documenting how other resources have been utilized</p> <p>2. Sub-recipient must document plan for client to access EFA with limited frequency and duration.</p> <p style="padding-left: 40px;">a. Needs that exceed limited one-time or short-term assistance should be referred to the appropriate service</p> <p>3. Sub-recipients must have established policies and procedures for EFA support for the following:</p> <p style="padding-left: 40px;">a. Rent</p> <p style="padding-left: 40px;">b. Utilities</p> <p style="padding-left: 40px;">c. Food</p>	<p>1. Documentation of client need in client record.</p> <p>2. Documentation of other community resources utilized.</p> <p>3. Documentation of plan that supports client’s limited frequency and duration of assistance through EFA.</p> <p>4. Policies and procedures for assessing and distributing EFA support.</p> <p>5. Services 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.</p>

**Subservices:**

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

**Service Unit Definition:**

- 1 Unit = 1 payment