

**Ryan White Program**  
**Service Area Standards: Emergency Financial Assistance**  
**DRAFT 1 – August 5, 2016**

**Purpose:** The purpose of the Ryan White Emergency Financial Assistance (EFA) Standards is to ensure that uniformity of service exists in Minnesota such that the consumers of a service receive the same quality of service regardless of where or by whom the service is provided. Standards will be used as contract requirements, in program monitoring, and in quality management. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

**HRSA Definition:** Emergency Financial Assistance provides limited one-time or short-term payments to assist an HRSA RWHAP client with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food (including groceries and food vouchers), transportation, medication not covered by an AIDS Drug Assistance Program or AIDS Pharmaceutical Assistance, or another HRSA RWHAP-allowable cost needed to improve health outcomes. Emergency Financial Assistance must occur as a direct payment to an agency or through a voucher program.

**Program Guidance:** Emergency Financial Assistance funds used to pay for otherwise allowable HRSA RWHAP services must be accounted for under the Emergency Financial Assistance category. Direct cash payments to clients are not permitted. Continuous provision of an allowable service to a client must not be funded through Emergency Financial Assistance.

*All subrecipients must meet universal standards requirements in addition to service area standards for which they are funded.*

Client Focused Standards	Measure	Data Source
<p><b>1. Allowable EFA</b></p> <p>1.1 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:</p> <ul style="list-style-type: none"> <li>• Short-term payments to agencies</li> <li>• Establishment of voucher programs</li> </ul> <p><i>NOTE:</i> Direct cash payments to clients are not permitted</p>	<p>1.1 Maintain client records that document for each client:</p> <ul style="list-style-type: none"> <li>• Client eligibility and need for EFA</li> <li>• Types of EFA provided</li> <li>• Date(s) EFA was provided</li> </ul>	<p>1.1 File review/Site visits</p>
<p><b>2. Distribution of EFA</b></p> <p>2.1 Agency has grantee approved policy in place to address:</p> <ul style="list-style-type: none"> <li>• priorities</li> <li>• waiting lists</li> <li>• and caps.</li> </ul>	<p>2.1 Provider will have established an agreed upon policy around priorities, waiting list, and caps at the beginning of each fiscal year.</p>	<p>2.1 File review/ Site Visits</p>
<p><b>3. Client Intake/ Application</b></p> <p>3.1 Clients meet Ryan White eligibility requirements.</p> <p>3.2 Agency shall have an intake or application process that includes assessment of EFA needs <b>and medical care status</b></p> <p>3.3 Clients are informed of services available and what client can expect if s/he enrolls in services.</p> <p>3.4 Client information is collected to facilitate referrals and follow-up as necessary.</p>	<p>3.1-3.4. Intake or application approved by Ryan White Program and included in individual client files.</p>	<p>3.1-3.4. File review/Site Visits</p>

Provider Focused Standards	Measure	Data Source
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<p><b>5. Provider Qualifications</b></p> <p>5.1 EFA Provider</p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree in Health or Human Services or related field* or</li> <li>• Minimum one year experience in HIV or social services related work or a combination of education and experience providing equivalent knowledge*.</li> </ul> <p>*Staff is knowledgeable about available resources to avoid duplication of services.</p>	<p>5. Policy in program files</p>	<p>5. File Review/Site Visits</p>