

*RYAN WHITE PART A PROGRAM
SERVING THE MIDDLESEX, SOMERSET, HUNTERDON
TRANSITIONAL GRANT AREA*

**Emergency Financial Assistance
Service Standards
Ryan White HIV/AIDS Treatment Extension Act of 2009**

Approved March, 2016

Prepared by

**Priorities, Service Standards, Comprehensive Care Plan Committee
Middlesex-Hunterdon-Somerset HIV/AIDS Health Services Planning Council**

Emergency financial assistance is the provision of short-term payments to agencies or the establishment of voucher programs to assist with emergency expenses related to essential utilities (electric, gas, water, heat, telephone), food vouchers, and medication when other resources are not available.

Note: Direct cash payments to clients are not permitted. Each client will be eligible for up to \$750 per year.

Additional Emergency Financial Assistance Services should include:

- Agency should advocate on behalf of client to facilitate payment
- Agency should counsel client to avoid reoccurrence. Client file should include a review of expenses and a budget plan

Additional information

Support for Emergency Financial Assistance (EFA) for essential services including utilities 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.

(US Dept. of Health and Human Services, Health Resources and Services Administration, (HRSA), HIV/AIDS Bureau (HAB) 2009 Ryan White HIV/AIDS Treatment Modernization Act of 2006)

Agency Service Standards (Emergency Financial Assistance Services)

Table 1. Agency Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
1.1	Definition of services	Agency has description of services on file.	100% of agencies will define services they provide.
1.2	Licensure	Agency has current licenses on file from appropriate licensing agency.	100% of agencies are licensed and accredited by appropriate state/federal agencies.
1.3	Hours of operation	Agency has documentation of operating hours on file.	Staff is available to answer incoming calls during agency's normal operating hours. If client calls outside operating hours, staff will respond within one business day or the first business day after a weekend or holiday
1.4	Emergency services	Agency has policy on file outlining emergency service procedures related to the service they provide.	100% of agencies will have policies in place to handle emergencies/crises that occur outside of normal operating hours.
1.5	Special service needs	Agency complies with Americans Disabilities Act (ADA).	100% of agencies have policies to respond to special needs clients.
1.6	Cultural/Linguistic diversity	Agency has written policy on file including process for language translation.	100% of agencies have policies in place for responding to cultural and linguistic diversity (including translation services).
1.7	Referrals	Agency has written referral policy on file.	100% of agencies will have a referral process for care of HIV related problems outside of their direct service area.

Table 1. Agency Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
1.8	Linkages	Agency has written policy for establishing linkages and record of linkages on file.	100% of agencies will develop and maintain linkages with primary health care, support and other service providers.
1.9	Provider communication	Agency has written policies on file that allow for communication between different programs. Documentation of consent is required	100% of providers document communication regarding patient care (HRSA funded services and others.)
1.10	Policies and procedures	Agency has written staff policies on file.	100% of agencies have written policies for staff which include (but are not limited to): <ul style="list-style-type: none"> • Agency policy and procedures • Agency has a description of the Ryan White Treatment Extension Act of 2009 • Standards of professional behavior • Compliance with the Health Insurance Portability and Accountability Act [PL 104-191] • Client confidentiality • Release of information • Communication about agency issues • Health and safety procedures including universal precautions
1.11	Grievance Policy	Agency has grievance policy on file and available to clients	100% of agencies have grievance policies and procedures available to clients.
1.12	Staff evaluation	Agencies have procedures in place to evaluate staff.	100% of agencies have evaluation procedures on file.

Table 1. Agency Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
			100% of agency staff has a working knowledge of evaluation procedures. 100% of agency staff receive an annual performance evaluation
1.13	Quality management	Agencies have procedures in place to evaluate the quality and effectiveness of services on an ongoing basis.	100% of agency has written procedures on file to evaluate services. Agency participates fully in TGA Quality Management activities including data and chart review processes.
1.14	CAREWare data collection	Monthly reports are sent to grantee and are available on request. CAREWare is used to ensure data is collected in a uniform manner	100% of agencies regularly update client information, needs assessment, client progress and care and client referrals and other services provided and share monthly reports with grantee.
1.15	Planning Council attendance	Agency representatives must attend monthly Planning Council meeting	Agency must attend 75% of monthly Planning Council meetings

Staff Service Standards (Emergency Financial Assistance Services)

Table 2. Staff Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism add percentages
2.1	Staff hiring	All staff will have necessary skills and experience determined by <ul style="list-style-type: none"> • Written application • Resume • References • Personal interview 	Application, resume, and communication with personal references are documented in personnel files.
2.2	Staff qualifications	All staff have a diploma, certificate or license (if appropriate) or experience documented in personnel file	100% of staff possesses a diploma/GED or the required experience documented in personnel file
2.3	Staff job descriptions	All staff will be given a written job description. The job description includes definition of services	100% of staff has job description and service standard documented in personnel file.
2.4	Staff training	All staff are trained and knowledgeable on: <ul style="list-style-type: none"> • HIV/AIDS and the affected community including disease process, co-morbidities and psychosocial effects of the disease. • Cultural sensitivity. • Entitlement programs, benefits to clients, and community resources/support services • Client confidentiality, client rights, agency grievance procedures 	Training is documented in 100% of personnel files.
2.5	Staff continuing education	All staff has the opportunity to take advantage of continuing education training that is available and appropriate.	Training is documented in 100% of personnel files.

Table 2. Staff Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism add percentages
		Staff attends at least one in-service or specialized training a year on topics related to their position.	
2.6	Staff supervision	All supervisors are knowledgeable about RW HIV services and procedures including fiscal and program All staff will receive (at minimum) one hour supervision per week to develop skills	100% of supervisors are knowledgeable about the RW program. Supervision is documented in personnel file
2.7	Policies and procedures	Signed form is documented in personnel file.	100% of staff agrees to follow agency policies and procedures (See 1.10).
2.8	Staff evaluation	Staff evaluations are documented in personnel files.	100% of staff is evaluated on their performance annually.
2.9	Documentation	All staff will keep written documents of contact with clients in accordance with RW data collection procedures	100% of all contacts are documented in client files.

Client Service Standards (Emergency Financial Assistance Services)

Table 3. Client Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
3.1	Eligibility	In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> • HIV+ • Residing or receiving services in the Middlesex, Somerset, Hunterdon TGA • Income no greater than 500% of the Federal Poverty Level • Past due and/or shut off notice • Inability to pay bill (lack of employment, no other source of funds, no other funding program) 	100% of clients have documentation of eligibility
3.2	Intake	Emergency Financial Assistance (EFA) Documentation <ul style="list-style-type: none"> • Client eligibility and need for EFA • Signed release will be obtained to communicate with referring agency and the creditor/vendor 	100% of clients have an intake documented in their file. 90% of clients will have signed release in their file.
3.3	Service	Emergency Financial Assistance (EFA) Payment <ul style="list-style-type: none"> • Type of EFA provided • Date(s) EFA was provided • Method of providing EFA • Name of creditor/vendor 	100% of client charts have documentation of EFA payment made to the creditor/vendor.
3.4	Timeline	Every effort will be made to disburse funds within 30 days from receipt of complete application	85% of payments will be made within 30 days from receipt of complete application