

**New Haven/Fairfield Counties Ryan White Part A Program**

**Emergency Financial Assistance Standard of Care**

**Program Outcomes:**

- Clients stabilized at three- and six-month intervals that do NOT have future EFA requests
- 75 % of clients will show improved and or stabilized living situation as result of accessing EFA at six months and twelve months

**Indicator:** Number of stabilized clients (determined by decreased need for EFA, stable housing, reduced number of requests)

**Service Unit(s):** Successful processing of payment

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
<b>I. Structure</b>					
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.	Number of agencies with guidelines	Number of contracted agencies for EFA	Agency files Policy & Procedure Manual	100% of agencies have documented criteria to determine eligibility for financial assistance.
Agency provides orientation for staff members and follows written guidelines, without exception.	Client charts document adherence to guidelines	Number of EFA charts that adhered to guidelines	Number of EFA clients	Client chart	100% of client charts document adherence to guidelines
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 program)	Number of charts with documented eligibility	Number of total client files for EFA	Client chart	100% charts document eligibility criteria
<b>II. Process</b>					
Provider will establish collaborative relationships with other Emergency Financial Assistance providers.	Letter of collaboration in place between providers/case management agencies.	Number of providers with documented meetings/ correspondence with alternate funding stream providers	Number of contracted agencies for EFA	Document on file	All providers have letter of collaboration in place between providers/case management agencies.
Service provider assists client in seeking at least 3 alternate funding sources.	Planning sessions occur with clients regarding alternate funding source investigation (min. 3)	Number of charts with alternate funding sessions (min. 3 alternate sources)	Number of EFA clients	Client chart	90% of charts document planning sessions with client regarding alternate funding source investigation (min. 3)
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 informs the case managers when it will be exceeded.	Number of EFA clients within cap or informed when exceeded	Number of EFA clients	CAREWare	All Agencies stay within the emergency financial assistance cap or informs the CM when it will be exceeded.
<b>III. Outcome</b>					
Provider agency pays routine requests for payment within 7 days.	Clients receive payment within 7 days	Number of EFA clients receive payment w/in 7 days	Number of EFA clients	Client chart	100% of client charts show payment within 7 days.
Provider agency pays emergency requests for payment within 48 hours.	Client receive emergency payment within 48 hours	Number of EFA clients receive emergency payment within 48 hours	Number of EFA clients	Client chart	100% of client charts document emergency payment within 48 hours

**Emergency Financial Assistance**

Emergency financial assistance is the provision of short-term payments to agencies or establishment of voucher programs to assist with emergency expenses related to essential utilities, such as heat, electricity, water/sewer, and telephone service. These short-term payments must be carefully monitored to assure limited amounts, limited use, and for limited periods of time.