

EMERGENCY FINANCIAL ASSISTANCE

I. DEFINITION OF SERVICE

Emergency Financial Assistance is the provision of short-term payment(s) to utility providers to assist with emergency expenses related to essential utilities, such as heat, electricity, water/sewer, and telephone service. These short-term payment(s) must be carefully monitored to assure limited amounts, limited use, and for limited periods of time. *Note: Direct cash payments to clients are not permitted*

II. HRSA DEFINITION

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:

- Short-term payments to agencies
- Establishment of voucher programs.

Note: Direct cash payments to clients are not permitted

III. DESCRIPTION OF SERVICE

SERVICE	PERFORMANCE MEASURE/METHOD	MONITORING STANDARD	LIMITATIONS
<p>Emergency Financial Assistance is the provision of short-term payment(s) to utility providers to assist with emergency expenses related to essential utilities, such as heat, electricity, water/sewer, and telephone service. These short-term payment(s) must be carefully monitored to assure limited amounts, limited use, and for limited periods of time. <i>Note: Direct cash payments to clients are not permitted</i></p>	<p>Documentation of services and payments to verify that:</p> <ol style="list-style-type: none"> 1. EFA to individual clients is provided with limited frequency and for limited periods of time. Assistance is provided only for the following essential utilities, such as heat, electricity, water/sewer, and telephone service 2. Short-term payments to the service entity, with no direct payments to clients 3. Emergency funds are allocated, tracked, and reported by type of assistance 4. Ryan White is the payer of last resort 	<ol style="list-style-type: none"> I. Maintain client records that document for each client: <ol style="list-style-type: none"> 1. Client eligibility and need for EFA 2. Types of EFA provided 3. Date(s) EFA was provided 4. Method of providing EFA Eligibility must be updated every six (6) months to include proof of income and proof of residency. III. Maintain and make available to the grantee program documentation of assistance provided including: <ol style="list-style-type: none"> 1. Number of clients and amount expended. 2. Summary of number of EFA services received by client. IV. Provide assurance to the grantee that all EFA: <ol style="list-style-type: none"> 1. Was for allowable types of assistance 2. Was used only in cases where Ryan White was the payer of last resort 	<p>Direct cash payments to clients are not permitted</p>

V. EFA SERVICE COMPONENTS

Program Outcomes:

- 100% of clients with EFA services documented in CAREWare in the measurement year
- 90% of clients have 2 medical visits during the measurement year

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>
I. Structure					
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
II. Process					

New Haven/Fairfield Counties Ryan White Part A Program

Emergency Financial Assistance Standard of Care

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.
<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
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 inform 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.
III. Outcome					
Provider agency pays non-urgent requests for payment within 7 business days.	Non-urgent payment is processed within 7 business days	Number of EFA clients receive payment within 7 business days	Number of EFA clients	Client chart	100% of client charts show non-urgent payment within 7 business days.
Provider agency pays urgent requests for payment within 2 business days. *Urgent payment is where utility disconnect is eminent within 2 business days.	Urgent payment is processed within 2 business days	Number of EFA clients receive emergency payment within 2 business days	Number of EFA clients	Client chart	100% of client charts document urgent payment within 2 business days.

VI. DATA REPORTING

Part A service providers are responsible for documenting and keeping accurate records of Ryan White Program Data/Client information, units of service, and client health outcomes.

Reporting units of service are a component of each agency’s approved workplan. Please refer to the most current workplan, including any amendments, for guidance regarding units of service.

Summaries of service statistics by priority will be made available to the Planning Council by the Grantee for priority setting, resource allocation and evaluation purposes.

