



## SERVICE CATEGORY DEFINITION

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### **Housing:**

Support for **Housing Services** that involve the provision of short-term assistance to support emergency and temporary housing to enable an individual or family to gain or maintain medical care.

Use of funds for:

- Funds can be used for emergency rental assistance including 1st month's rent and any back rent.
- Housing-related referral services that include assessment, search, placement, advocacy, and the fees associated with them
- Short term emergency assistance (other than 1st month and back rent) requires prior authorization from the Ryan White Office (Recipient)

No use of funds for direct payments to recipients of services for rent.

These short-term payments must be carefully monitored to assure limited amounts, limited use, and for limited periods of time.

- Documentation of Eligibility must be updated every six (6) months to include proof of income and proof of residency.

## CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

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### **Program Outcome:**

- 100% of clients with housing services documented in CAREWare in the measurement year
- 75% of clients had a medical visit during the measurement year

### **Indicator:**

- Number of clients enrolled in housing services
- Number of clients who had a medical visit within the measurement year.



## SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
1. Provider agency ensures that housing staff is qualified and trained for the responsibilities of providing housing services and administering the housing program	Job descriptions and resumes document appropriate qualifications	100%
2. Timeliness of housing assistance funds receipt	Housing Assistance funds to landlord within 7 business days of completed housing request	100%
3. Client maintain/obtain housing.	Documentation of housing services entered into CAREWare	100%
4. Housing increases access to and maintenance in medical care	Clients had a medical visit during the measurement year	75%

## 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 work plan. Please refer to the most current work plan, 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 purpose