

HOUSING SERVICES

A. DEFINITION:

Housing Services are the provision of short-term assistance to support emergency, temporary or transitional housing to enable an individual or family to gain or maintain medical care. Housing related referral services include assessment, search, placement, advocacy, and the fees associated with them. Eligible housing can include both housing that does not provide direct medical or supportive services and housing that provides some type of medical or supportive services, such as residential mental health services, foster care, or assisted living residential services.

B. GOAL(S):

C. SERVICES:

Housing referral services, short-term temporary housing, and emergency rental assistance will be transitional in nature and are for the purpose of maintaining an individual or family in a long-term, stable living situation. The housing strategy plan will be conducted at intake to identify, assist in relocation, and/or ensure the individual or family is moved to, or capable of maintaining a long-term stable living situation.

Emergency assistance is limited to one month of rental assistance within a contract year. The maximum amount of emergency assistance is \$600.

There is a 24 month cumulative period of eligibility per household for housing services provided by Ryan White funds.

D. QUALITY MANAGEMENT:

Program outcome:

- 75% of clients who report stable living arrangements reported on a quarterly basis
- Number of referred clients into program
- Number of people receiving housing assistance

Indicators:

- Number of clients enrolled in stable living arrangements
- Number of clients with documentation of housing as a stable/permanent, temporary, unstable or unknown

Service Unit(s):

- Successful completed application as documented in CAREWare
- Face to face or phone contacts
- Number of clients placed in stable housing by type: Permanent, Transitional, Group, Skilled Nursing Facility

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
Emergency rental assistance payment is made out to the appropriate vendor and authorized for pick up by the client or the client's case manager. No payment may be made directly to clients, family or household members.	The Agency providing emergency rental assistance must maintain the following documents in each client's case file, in addition to any other documentation which may be required by the Standards of Care: <ul style="list-style-type: none"> • Copy of invoice/bill paid; • Copy of check for payment; 	Number of clients receiving Housing Assistance payments	Number of clients	Client Files CAREWare	75% of client charts have documentation of rental assistance payments made to appropriate vendor.

	<ul style="list-style-type: none"> • Copy of documentation of application for other assistance, if applicable; and • Letter documenting need and attempts at locating other available resources signed by case manager. 				
<p>All completed requests for assistance shall be approved or denied within one (1) working day.</p> <p>A check shall be issued within seven (7) working days of approval of request.</p>	<p>Documentation in client's file of Housing assistance funds to clients within 7 working days of approved request.</p>	<p>Number of clients receiving Housing Assistance funds within 7 working days</p>	<p>Number of Housing Assistance funds requests</p>	<p>Client Files CAREWare</p>	<p>75% of client charts document funds to clients within 7 working days of approved request.</p>