

## **Columbus Ohio Transitional Grant Area Housing Services Service Standards**

### **Application of Service Standards:**

The service standards outlined below apply to any agency receiving Ryan White Part A funding to provide Housing Services within the Columbus TGA.

### **Service Category Definition:**

Housing Services is the provision of transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain outpatient/ambulatory health services and treatment, including housing referral services and transitional, short-term, or emergency housing assistance. Key activities include:

- Assessment of client need for housing assistance and eligibility for other housing services funded by other programs;
- Development of a comprehensive, individualized housing plan;
- Provision of housing assistance to eligible clients
- Tracking of units of service provided to clients; and
- Documentation of case notes and required data elements.

### **Client Eligibility Requirements:**

Ryan White Part A funded services are available to any individual who meets the following guidelines:

- Diagnosis of HIV/AIDS;
- Resides within the Columbus TGA (Delaware, Fairfield, Franklin, Licking, Madison, Morrow, Pickaway, or Union county); and
- Low-income as defined as less than 500% of federal poverty level (FPL).

Eligible clients may have health insurance through public and private sources. Ryan White services are available to meet unmet medical and support service needs, as payer of last resort.

## Forms:

All agencies receiving Ryan White Part A funding to provide Housing Services are required to utilize standardized forms provided by Columbus Public Health:

- RWA/HOPWA-STRMU Housing Referral Form
- RWA Eligibility Form—Initial Assessment
- RWA Eligibility Form—Six Month Review
- Central Ohio HIV Case Management Network Release
- Central Ohio HIV Housing Network Release
- RWA Housing Intake Form
- RWA Housing Plan
- RWA/HOPWA-STRMU Housing Service Limit Exception Form
- RWA Bus Pass/Gas Card Request Form
- RWA Transportation Assistance Form

|            | Standard  | Measure  |
|------------|---|--|
| <b>1.0</b> | <b>Agency Policies</b>  |  |
| 1.1        | Licensure: Housing Services agencies have licenses from appropriate licensing agencies  | Proof of licenses and accreditations on file with agency   |
| 1.2        | Hours of Operation: Housing Services agencies have operating hours  | Documentation of hours of operation along with protocol for client emergency needs outside of operating hours on file with agency  |
| 1.3        | Special Service Needs: Housing Services agencies comply with the Americans with Disabilities Act (ADA)  | Policy on responding to clients with special needs on file with agency   |
| 1.4        | Cultural and Linguistic Competency: Housing Services agencies adhere to the national standards on Culturally and Linguistically Appropriate Services (CLAS)   | Policy on responding to clients with cultural and linguistic diversity, including interpretation and translation services, on file with the agency   |
| 1.5        | Privacy and Confidentiality: Housing Services agencies have a structure in place to allow for the sharing and/or exchanging of client information in a confidential manner and complies with the Health Insurance Portability and Accountability Act (HIPAA)  | Policy on protecting client information on file with the agency  |
| 1.6        | Client Rights and Responsibilities: Housing Services agencies assure services are provided within the client's rights   | Statement of client rights and responsibilities posted and/or accessible to clients within the agency  |
| 1.7        | Health and Safety: Housing Services agencies have established health and safety procedures  | Policy on health and safety procedures on file with the agency   |
| 1.8        | Data Collection: Housing Services agencies have procedures in place to assure the timely submission of data into CAREWare   | Agencies report mandated individual client level data for each Ryan White Part A eligible visit/contact in CAREWare by the 15 <sup>th</sup> of the following month   |
| 1.9        | Grievance: Housing Services agencies have an established system for grievances about the operation of the service program   | Policy on grievance procedures on file with the agency   |
| 1.10       | File Retention: Housing Services agencies will assure active and inactive client files be maintained in a locked location   | Policy on retention procedures on file with the agency   |
| <b>2.0</b> | <b>Client Housing Referral</b>  |  |
| 2.1        | Referral for Housing Services: Clients in need of non-medical case management—housing, housing services, and/or emergency financial assistance will be referred by Ryan White Medical Case Manager, Non-Medical Case Manager—Support, or Linkage to Care Coordinator to the Ryan White Part A Non-Medical Case Management-Housing/Housing Services/Emergency Financial Assistance program | Completed Ryan White Part A/HOPWA-STRMU Housing Referral Form in client file that includes: <ul style="list-style-type: none"> <li>• Referral source information</li> <li>• Client contact information</li> <li>• Client housing information</li> <li>• Request information</li> <li>• Additional information</li> </ul> |
| 2.2        | Case Assignment: Clients will be assigned to a non-medical case manager—housing for housing services within two days of receiving a complete Ryan White Part A/HOPWA-STRMU Housing Referral Form and required paperwork   | Documentation of date and name of assigned non-medical case manager—housing in client file   |
| 2.3        | Communication: Non-Medical Case Managers—Housing will provide timely communication to clients and referral sources, e.g. Medical Case Managers, Non-Medical Case Manager—Supports, and/or Linkage to Care Coordinators  | Documentation of date and description of communication to client and/or referral source  |

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| <b>3.0</b> | <b>Client Eligibility</b>  |   |
| 3.1        | Eligibility Verification: Documentation of client's eligibility information being properly reviewed and documented per the Columbus TGA eligibility policy and indication that the client is approved to access Ryan White Part A services documented by Ryan White Medical Case Manager, Non-Medical Case Manager-Support, or Linkage to Care Coordinator   | Completed Ryan White Part A/HOPWA-STRMU Housing Referral Form along with the most current Ryan White Part A Eligibility Form in client file               |
| 3.2        | Payer of Last Resort: Non-Medical Case Managers-Housing will make reasonable efforts to identify and secure other funding for housing services outside of Ryan White funds whenever possible   | Documentation of efforts to secure other funding sources in client file   |
| <b>4.0</b> | <b>Client Rights and Privacy</b>   |   |
| 4.1        | <p>Expectations of Care: Clients will be provided with information about the Ryan White Part A Non-Medical Case Management-Housing/Housing Services/Emergency Financial Assistance program upon entrance into the program that define:</p> <ul style="list-style-type: none"> <li>• Client participation;</li> <li>• Payer of last resort;</li> <li>• Payment policy, indicating no payments can/will be made directly to an eligible client;</li> <li>• Limit of financial assistance for Housing Services to no more than the Fair Market Rent;</li> <li>• Use of short-term lodging and description of what will covered and not covered, including food, beverages, telephone, liquor, tobacco products, movies and entertainment;</li> <li>• Limit of financial assistance for Emergency Financial Assistance to utilities, moving expenses, application fees, and hotel stays, (or other needs, with approval from Columbus Public Health);</li> <li>• Service limits and exceptions;</li> <li>• Confidentiality;</li> <li>• HIPAA;</li> <li>• Grievance; and</li> <li>• Program responsibilities</li> </ul> | Completed Expectations of Care Form in client file  |
| 4.2        | Release of Information: Clients will be informed of how their information will be accessed and/or released/shared by the Central Ohio Network  | Completed Central Ohio HIV Case Management Network Release, Central Ohio HIV Housing Network Release, and/or agency release of information in client file |
| 4.3        | Privacy and Confidentiality: Clients will be informed of the Housing Services agency's privacy and confidentiality policies  | Documentation in client file  |
| 4.4        | Grievance: Clients will be informed of the Housing Services agency's grievance policy including information about submitting unresolved grievances related to Ryan White Part A grant-supported services to 614.645.2273 (CARE)  | Documentation in client file  |
| <b>5.0</b> | <b>Assessment and Service Plan</b>   |   |
| 5.1        | Assessment/Intake: Clients will be interviewed to determine housing status, vocational information, and request for housing services   | Completed Ryan White Part A Housing Intake Form in client file  |

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| <b>5.0</b> | <b>Assessment and Service Plan, continued</b>  |  |
| 5.2        | Reassessment/Intake: Clients will be re-interviewed, if referred for new/additional assistance with housing services following housing case closure, to determine housing status, vocational information, and request for housing services   | Completed Ryan White Part A Housing Intake Form in client file   |
| 5.3        | Housing Plan: Clients will have an individualized housing plan for each referral for housing services, completed by a Non-Medical Case Manager-Housing that contains: <ul style="list-style-type: none"> <li>• number of service units used year to date;</li> <li>• presenting problem;</li> <li>• at least one goal selected from housing services, based upon information contained on the completed Housing Referral Form and Housing Intake Form;</li> <li>• referrals;</li> <li>• budget information; and</li> <li>• client agreement</li> </ul> | Completed Ryan White Part A Housing Plan in client file, including goal attainment   |
| 5.4        | Client Contact: Clients will be contacted by Non-Medical Case Managers-Housing for service coordination and/or follow-up as needed and at least: <ul style="list-style-type: none"> <li>• within two days of case assignment to schedule the intake appointment; and</li> <li>• on or around the target date(s) listed on the housing plan regarding progress towards achieving goals</li> </ul>   | Documentation of dates of contact with client in client file   |
| 5.5        | Case Note Documentation: All contact with and/or on behalf of the client will be documented in case notes  | Case note documentation in client file including information: <ul style="list-style-type: none"> <li>• about the provision of translation and/or interpretation services;</li> <li>• about the service provided to the client;</li> <li>• exchanged and/or released with a third party;</li> <li>• provided by the Non-Medical Case Manager-Housing to the client;</li> <li>• provided by the client to the Non-Medical Case Manager-Housing;</li> <li>• related to eligibility, care, and/or follow-up</li> </ul> |
| 5.6        | Accessing Ryan White Part A Services: Eligible Ryan White Part A clients will receive transportation assistance to access core medical or support services, including Housing Services   | Completed Ryan White Part A Transportation Assistance Form in client file  |
| <b>6.0</b> | <b>Payment</b>   |  |
| 6.1        | Payment Verification: Non-Medical Case Managers-Housing will assure the lease is in the client's name prior to making a payment for housing services   | Copy of a current lease with the name present in client file   |
| 6.2        | Service Units: Clients may receive financial assistance through Housing Services and Emergency Financial Assistance a maximum of three times per Ryan White grant year, with a maximum lifetime limit of 24 times of assistance  | Documentation in client file of units of service provided along with a separate spreadsheet of all units of service provided for Housing Services and Emergency Financial Assistance   |

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| <b>6.0</b> | <b>Payment, continued</b>  |  |
| 6.3        | <p>Service Limit Exception: Clients who have received financial assistance through Housing Services and Emergency Financial Assistance three times in a Ryan White grant year may have circumstances that require an exception to the service limit policy. Exceptions are determined:</p> <ul style="list-style-type: none"> <li>• On a case-by-case basis</li> <li>• By the identified cause for the request and availability of funding</li> </ul>  | <p>Completed Ryan White Part A/HOPWA-STRMU Housing Service Limit Exception Form, including determination information, in client file</p>   |
| 6.4        | <p>Payment Information: Non-Medical Case Managers-Housing will assure payment request information is provided for Housing Services prior to issuing payment to a third party</p>   | <p>Completed W-9, invoice/bill/proof of payment, and check request form with:</p> <ul style="list-style-type: none"> <li>• Client name and date of birth;</li> <li>• Amount of financial assistance to be provided;</li> <li>• Name, address, phone number of third party to whom payment will be sent;</li> <li>• Type of payment, e.g. rent;</li> <li>• Date of payment</li> </ul> |
| <b>7.0</b> | <b>Case Closure</b>  |  |
| 7.1        | <p>Case Closure: Clients will be closed from Housing Services for the following circumstances:</p> <ul style="list-style-type: none"> <li>• Client achieves housing goals and no other housing related needs are present;</li> <li>• Client moves outside of the service area;</li> <li>• Client is/will be incarcerated for more than six months;</li> <li>• Client request;</li> <li>• Client is no longer eligible based upon Ryan White Part A criteria;</li> <li>• Client does not reply after a combination of three attempts; and/or</li> <li>• Client death</li> </ul> | <p>Documentation in the client file of:</p> <ul style="list-style-type: none"> <li>• Allowable circumstances for case closure;</li> <li>• Three attempts to contact clients and outcome of attempts;</li> <li>• Confirmation of payment received by third party vendor;</li> <li>• Indication of goal attainment; and</li> <li>• Date of case closure</li> </ul>                     |

## SIGNATURES

I have reviewed this document and endorse it as the Housing Services Service Standards for the Columbus TGA:

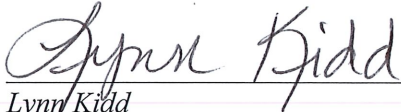
Not appointed at this time \_\_\_\_\_

Name

Planning Council Chair

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date



Lynn Kidd

Planning Council Chair

4 / 26 / 19

Date



Terence Theis

Planning Council Chair

04 / 23 / 19

Date



Sean Hubert

Ryan White Director

4 / 23 / 19

Date