

Columbus Ohio Transitional Grant Area Non-Medical Case Management-Housing Service Standards

Application of Service Standards:

The service standards outlined below apply to any agency receiving Ryan White Part A funding to provide Non-Medical Case Management-Housing services within the Columbus TGA.

Service Category Definition:

Non-Medical Case Management-Housing is the provision of guidance and assistance in accessing medical, social, community, legal, financial, and other needed services. Non-Medical Case Management-Housing services may also include assistance with securing and maintaining safe and appropriate housing with the ultimate goal of ensuring HIV infected persons are able to maintain stable housing arrangements and remain within the system of care. Non-Medical Case Management-Housing includes several methods of communication including face-to-face, phone contact, and any other forms of communication. Key activities include:

- Initial assessment of service needs;
- Development of a comprehensive, individualized housing plan;
- Continuous client monitoring to assess the efficacy of the care plan; 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 Non-Medical Case Management-Housing are required to utilize standardized forms provided by Columbus Public Health:

- RW Case Management Supervision Log
- 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
1.0	Agency Policies	
1.1	Licensure: Non-Medical Case Management-Housing agencies have licenses from appropriate licensing agencies	Proof of licenses and accreditations on file with agency
1.2	Hours of Operation: Non-Medical Case Management-Housing 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: Non-Medical Case Management-Housing 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: Non-Medical Case Management-Housing 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: Non-Medical Case Management-Housing 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: Non-Medical Case Management-Housing 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: Non-Medical Case Management-Housing agencies have established health and safety procedures	Policy on health and safety procedures on file with the agency
1.8	Data Collection: Non-Medical Case Management-Housing 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 th of the following month
1.9	Grievance: Non-Medical Case Management-Housing 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: Non-Medical Case Management-Housing agencies will assure active and inactive client files be maintained in a locked location	Policy on retention procedures on file with the agency
2.0	Non-Medical Case Management-Housing Personnel	
2.1	Staff Qualifications: Non-Medical Case Management-Housing personnel will have a minimum of a bachelor's degree, or equivalency as agreed upon by Columbus Public Health	Documentation in personnel files
2.2	Training: Non-Medical Case Management-Housing personnel will annually participate in a minimum of ten (10) hours of training that is available and relevant to their position and working with individuals living with HIV/AIDS and the affected community: <ul style="list-style-type: none"> • HIV-specific training (five hours) • Support service training (five hours) 	Training documentation in personnel files
2.3	Supervision: Non-Medical Case Managers-Housing will receive supervision: <ul style="list-style-type: none"> • Preferably provided by a licensed social worker • A minimum of four hours/month for each full-time equivalent and two hours/month for each part-time equivalent 	Documentation of the Ryan White Case Management Supervision Log

	Standard	Measure
3.0	Client Housing Referral	
3.1	Referral for Non-Medical Case Management—Housing: 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"> • Referral source information • Client contact information • Client housing information • Request information • Additional information
3.2	Case Assignment: Clients will be assigned to a non-medical case manager—housing 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
3.3	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
4.0	Client Eligibility	
4.1	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
4.2	Payer of Last Resort: Non-Medical Case Managers-Housing will make reasonable efforts to identify and secure other funding sources outside of Ryan White funds whenever possible	Documentation of efforts to secure other funding sources in client file
5.0	Client Rights and Privacy	
5.1	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: <ul style="list-style-type: none"> • Client participation; • Payer of last resort; • Payment policy, indicating no payments can/will be made directly to an eligible client; • Limit of financial assistance for Housing Services to no more than the Fair Market Rent; • Use of short-term lodging and description of what will covered and not covered, including food, beverages, telephone, liquor, tobacco products, movies and entertainment; • 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); • Service limits and exceptions; • Confidentiality; • HIPAA; • Grievance; and • Program responsibilities 	Completed Expectations of Care Form in client file

	Standard	Measure
5.0	Client Rights and Privacy, continued	
5.2	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
5.3	Privacy and Confidentiality: Clients will be informed of the Non-Medical Case Management-Housing agency's privacy and confidentiality policies	Documentation in client file
5.4	Grievance: Clients will be informed of the Non-Medical Case Management-Housing 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
6.0	Assessment and Service Plan	
6.1	Assessment/Intake: Clients will be interviewed to determine housing status, vocational information, and requested service	Completed Ryan White Part A Housing Intake Form in client file
6.2	Reassessment/Intake: Clients will be re-interviewed, if referred for new/additional assistance following housing case closure, to determine housing status, vocational information, and requested services	Completed Ryan White Part A Housing Intake Form in client file
6.3	Housing Plan: Clients will have an individualized housing plan for each referral for non-medical case management-housing, housing services, and/or emergency financial assistance, completed by a Non-Medical Case Manager-Housing that contains: <ul style="list-style-type: none"> • number of service units used year to date; • presenting problem; • at least one goal selected from at least one of the service categories or "other" based upon information contained on the completed Housing Referral Form and Housing Intake Form; • referrals; • budget information; and • client agreement 	Completed Ryan White Part A Housing Plan in client file, including goal attainment
6.4	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"> • within two days of case assignment to schedule the intake appointment; and • on or around the target date(s) listed on the housing plan regarding progress towards achieving goals 	Documentation of dates of contact with client in client file

	Standard	Measure
6.0	Assessment and Service Plan, continued	
6.5	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"> • about the provision of translation and/or interpretation services; • about the service provided to the client; • exchanged and/or released with a third party; • provided by the Non-Medical Case Manager-Housing to the client; • provided by the client to the Non-Medical Case Manager-Housing; • related to eligibility, care, and/or follow-up
6.6	Accessing Ryan White Part A Services: Eligible Ryan White Part A clients will receive transportation assistance to access core medical or support services, including Non-Medical Case Management-Housing	Completed Ryan White Part A Transportation Assistance Form in client file
7.0	Case Closure	
7.1	Case Closure: Clients will be closed from Non-Medical Case Management-Housing for the following circumstances: <ul style="list-style-type: none"> • Client achieves housing goals and no other housing related needs are present; • Client moves outside of the service area; • Client is/will be incarcerated for more than six months; • Client request; • Client is no longer eligible based upon Ryan White Part A criteria; • Client does not reply after a combination of three attempts; and/or • Client death 	Documentation in the client file of: <ul style="list-style-type: none"> • Allowable circumstances for case closure; • Three attempts to contact clients and outcome of attempts; • Indication of goal attainment; and • Date of case closure

SIGNATURES

I have reviewed this document and endorse it as the Non-Medical Case Management-Housing 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