

Emergency Financial Assistance
Service Delivery Model

SERVICE CATEGORY: EMERGENCY FINANCIAL ASSISTANCE SERVICES

Goal: To facilitate access to Emergency Financial Assistance (EFA) and support services for individuals living with HIV/AIDS.

Definition: Provision of short-term payments for food or essential utilities. These short-term payments must be carefully monitored to assure limited amounts, limited use, and for limited periods of time.

The objectives of the Standards of Care for Emergency Financial Assistance are to ensure that:

- Ensure that services are available and accessible to all individuals in need of and eligible for services;
- Demonstrate a comprehensive community resource network of related health and social services organizations to ensure a thorough knowledge of the availability of EFA funds and HIV related services among the full continuum of care.

Emergency Financial Assistance service providers are expected to comply with the Universal Standards of Care, as well as these additional standards. The service specific Standards of Care for Emergency Financial Assistance services provide additional requirements on the following components of service provision:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. 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.	1.1 Agency has documented criteria to determine eligibility for financial assistance.	Agency files Policy & Procedure Manual	<u># agencies with guidelines</u> # of contracted agencies offering EFA
2. Services are made available to all individuals who meet EFA program eligibility requirements.	2.1 100% charts document eligibility criteria to include: <ul style="list-style-type: none"> • 30 days or more past due bill notice • Inability to pay bill (lack of employment, no other source of funds, no other funding program) 	Client chart	<u># of charts with documented eligibility</u> # of total client files for EFA
3. Provider will establish collaborative relationships with other Emergency Financial Assistance providers.	3.1 Provider has letter of agreement in place between providers/case management agencies.	Letter of agreement	<u># of providers with documented communication with funding stream providers</u> # of contracted agencies for EFA

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
4. Service provider assists client in seeking at least 3 alternate funding sources.	4.1 90% of charts document planning sessions with client regarding alternate funding source investigation (min. 3)		$\frac{\# \text{ charts with alternate funding sessions (min. 3 alternate sources)}}{\# \text{ of EFA clients}}$
5. Provider stays within the emergency financial Assistance cap per directives or will inform case managers when the cap will be exceeded.	5.1 Agency stays within the emergency financial assistance cap or informs the case managers when it will be exceeded.	CAREWare	$\frac{\# \text{ of EFA clients within cap or inform when exceeded}}{\# \text{ of EFA clients}}$
6. Provider agency pays routine requests for payment within 7 days.	6.1 100% of client charts document payment within 7 days	Client chart	$\frac{\# \text{ EFA clients receive payment within 7 days}}{\# \text{ of EFA clients}}$
7. Provider agency pays emergency requests for payment within 48 hours.	7.1 100% of client charts document emergency payment within 48 hours	Client chart	$\frac{\# \text{ of EFA clients receive emergency payment within 48 hours}}{\# \text{ of EFA clients}}$