

Housing Assistance
Service Delivery Model

SERVICE CATEGORY: HOUSING ASSISTANCE

Goal: Housing Assistance is to support temporary and/or transitional housing for the individual or family to prevent eviction or homelessness of an eligible client.

Definition: This assistance is limited to short-term or emergency financial assistance to support temporary and/or transitional housing to enable the individual or family to gain access and/or maintain medical care.

The objectives of the Standards of Care for Housing Assistance are to:

- Ensure that services are available and accessible to all individuals in need of and eligible for services;
- Prevent homelessness;
- Alleviate unhealthy living conditions for clients and their immediate families; and
- Demonstrate a comprehensive community resource network of related health and social services organizations to ensure a thorough knowledge of the availability of housing and HIV related services among the full continuum of care.

Housing 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 Housing 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 housing assistance.	1.1 100% of agencies have written guidelines for rental assistance eligibility	Agency files Policy & Procedure Manual	<u># of agencies with guidelines</u> #of agencies offering housing assistance
2. Services are made available to all individuals who meet Housing Assistance program eligibility requirements.	2.1 100% of charts document eligibility criteria including proof of rent/lease agreement	Client chart	<u># of charts with documented eligibility</u> # of Housing Assistance clients
3. Service provider will establish collaborative relationships with other housing providers.	3.1 Agency has letter(s) of agreement with housing providers.	Letter of Agreement	<u># of agencies with Letter of Agreement</u> # of agencies providing HA

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 session(s) with client regarding alternate funding source investigation (min. 3). 4.2 Agencies ensure that 90% of clients receive financial management session with emphasis on housing stability and budget for housing	Client File	$\frac{\# \text{ charts with alternate funding session (min. 3 alternate sources)}}{\# \text{ of HA clients}}$ $\frac{\# \text{ of HA clients with financial management sessions}}{\# \text{ of HA clients}}$
5. Provider stays within the housing assistance cap per directives or will inform case managers when the cap will be exceeded.	5.1 Agency stays within the housing assistance cap or informs the case managers when it will be exceeded.	CAREWare	$\frac{\# \text{ of HA clients within cap or inform when exceeded}}{\# \text{ of HA clients}}$
6. Provider sends short-term monthly rental assistance checks within 7 days of approved application.	6.1 90% of charts show payment within 7 days of approved application	Client chart	$\frac{\# \text{ of clients who received check within 7 days of application approval}}{\# \text{ of HA clients}}$