

Program: Ryan White Part B	Section: support services
Executive sponsor: Utah Department of Health and Human Services	Last review: 2024.06.24
Policy owner: Ryan White Part B administrator	Next review: 2025.04.01
Approved by: HEART program manager	Origination date: 2012.04.30

Service category definition

Emergency Financial Assistance (EFA) funds are used to stabilize a client who is at risk of becoming homeless. Homelessness affects a client’s ability to gain or maintain access to and compliance with HIV-related health services and treatment. Priority is given to an eligible client experiencing unstable housing. Assistance may also be provided to those experiencing immediate and/or urgent housing needs (e.g., due to loss of employment). EFA can occur as a direct payment to an agency or through a voucher program. The Utah Department of Health and Human Services (DHHS) Ryan White Part B program (program) must be the payer of last resort. If other services are available to the client those must first be exhausted. Once all fiscal year (July 1–June 30) EFA funds currently held by the program are used, the program may wait to close until the next fiscal year.

Covered services

- Rent
- Utilities

Key service components and activities

Client accesses EFA services through their case management agency (CMA).

Standard/activity	Measure/documentation
<i>Program</i>	
Cannot pay: <ul style="list-style-type: none"> • late fees • mortgage • clients directly Can pay:	<ul style="list-style-type: none"> • Program manual outlines limitations and requirements • Client record complies with limitations and requirements

Emergency Financial Assistance service standards

<ul style="list-style-type: none"> only three months of the client's portion per request the prorated amount based on the number of days left in the calendar month <p>Client is eligible for up to:</p> <ul style="list-style-type: none"> \$3,000 or 3 months of assistance for rent, whichever comes first, in a 12-month period \$500 or 3 months of assistance for utilities, whichever comes first, in a 12-month period <p>Client may not receive more than:</p> <ul style="list-style-type: none"> \$6,000 in rental assistance in a 3-year period \$1,000 in utility assistance in a 3-year period 	
<ul style="list-style-type: none"> Client is eligible for EFA services Informs contracted agency and CMA of incomplete application or approval/denial of EFA services 	<ul style="list-style-type: none"> Client record of eligibility in ClientTrack Correspondence with contracted agency and CMA
<i>Contracted agency</i>	
<ul style="list-style-type: none"> Generates payment according to the approved EFA list provided by the program Payments are made by check or debit/credit card directly to landlord/vendor (the EFA account has no reference to UAF Legacy Health, HIV, AIDS, or the program) Payments will be either mailed or picked up by CMA depending on the information on the application 	<ul style="list-style-type: none"> Compliance with the program manual EFA approved list sent by the program Client record of EFA payments
<i>Case management agency</i>	
<ul style="list-style-type: none"> Assess client eligibility for EFA services Confirms the client is eligible for EFA 	<ul style="list-style-type: none"> Client record of eligibility in ClientTrack

Emergency Financial Assistance service standards

<p>services prior to completing the application</p> <ul style="list-style-type: none"> ● Submit complete EFA application in ClientTrack 	<ul style="list-style-type: none"> ● Complete application in ClientTrack ● Compliance with: <ul style="list-style-type: none"> ○ program manual and procedures ○ EFA guidelines
<p>Applicable universal service standards</p>	
<ul style="list-style-type: none"> ● Records management ● Eligibility determination/screening ● Fiscal standards ● Client-related policy <ul style="list-style-type: none"> ○ Rights and responsibilities ○ Grievance ○ Privacy and confidentiality 	
<p>Monitoring standards</p>	
<p>The program:</p> <ul style="list-style-type: none"> ● conducts quality assurance activities according to the support services procedure manual ● conducts annual desk review of the contracted agency to ensure appropriate service delivery ● Complies with Ryan White HIV/AIDS program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients for EFA 	

Resources

HRSA RW Program Services PCN #16-02

https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_financial.pdf

Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients

[National Monitoring Standards for RWHAP Part B Recipients - June 2023](#)

Utah Ryan White Part B Program Manual

(<https://ptc.health.utah.gov/treatment/ryan-white/>)—For providers > Policy and regulations > Utah Ryan White Part B Program manual

Emergency Financial Assistance service standards



Review/ revise date	Title of reviewer	Change description or location
2024.06.24	RWB administrator	Review the standard and update section: Contracted agency

DHHS approval group	Date reviewed
RWB administrator: Seyha Ros	2024.06.24
RWB senior RN quality consultant: Vinnie Watkins	2024.06.26
HEART program manager: Tyler Fisher	2024.06.26