



EMERGENCY FINANCIAL ASSISTANCE

I. HRSA Definition

Emergency Financial Assistance provides limited one-time or short-term payments to assist the RWHAP client with an emergent need for paying for essential utilities, housing, food (including groceries, and food vouchers), transportation, and medication. Emergency financial assistance can occur as a direct payment to an agency or through a voucher program.

Direct cash payments to clients are not permitted. It is expected that all other sources of funding in the community for emergency financial assistance will be effectively used and that any allocation of RWHAP funds for these purposes will be as the payer of last resort, and for limited amounts, uses, and periods of time. Continuous provision of an allowable service to a client should not be funded through emergency financial assistance.

The purpose of the service is to support, facilitate, enhance, or sustain the continuity of the health services for individuals and/or their families who are HIV-positive, and assist clients in their ability to recover from setbacks and advance towards personal recovery and resiliency.

To establish the need for the service and demonstrate the emergency nature of the request, a proof of hardship will be conducted and demonstrated by:

- A significant increase in bills;
- A recent decrease in income;
- High unexpected expenses on essential items;
- The cost of shelter more than 30% of the household income;
- The cost of utility consumption more than 10% of the household income;
- Inability to obtain credit necessary to provide for basic needs and shelter; and
- A failure to provide emergency financial assistance that will result in danger to the physical health of client.

Service Limitations

1. *Short-term temporary housing and emergency rental* assistance will be transitional in nature, no more than ten (10) days or \$1,500 a year per client household. The purpose of assistance is to keep an individual or family in a long-term, stable living situation; therefore the approval must be accompanied by a housing strategy plan that addresses transitioning to stable housing. Rent is limited to \$1,500 in assistance within a contract year per client household. No funds may be used for any expenses associated with the ownership or maintenance housing (i.e. taxes, mortgage payments, etc.).
2. *Essential Utilities* is limited to \$1,000 within a contract year per client household.
3. *Medications* is limited to \$1,000 within a contract year per client who due to an emergency cannot access ADAP, or other RW medication programs in the state.



4. Food vouchers limited to \$1,000 annually
5. Limited to \$1,000 annually
6. Direct payments to clients is not permitted

Staff /Other Service Qualification	Expected Documentation
<p>Same as Ryan White Non-Medical Case Manager, or minimum qualifications for position as described in the agency position description and contractual agreement with Recipient.</p> <p>Knowledge of community resources and services.</p>	<p>Personnel files/resumes/applications for employment diplomas and certifications reflect requisite experience and education.</p>
<p>The invoice/bill which is to be paid with emergency financial assistance funds must be in the client's name. An exception may be made only in instances where it can be documented that, although the service (e.g., utility) is in another person's name, it directly benefits the client.</p>	<p>As documented in file.</p> <ul style="list-style-type: none"> • Copy of invoice/bill paid. • Copy of check for payment.
<p>The agency has a procedure to protect client confidentiality when making payments for assistance, (e.g., checks that do not identify the agency as an HIV/AIDS agency).</p>	<p>Agency Protocol/Policy and Procedure</p>