

## **Housing Services Service Standards**

**HRSA Definition:** Housing services provide transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain outpatient/ambulatory health services and treatment. Housing services include housing referral services and transitional, short-term, or emergency housing assistance.

Transitional, short-term, or emergency housing provides temporary assistance necessary to prevent homelessness and to gain or maintain access to medical care. Housing services must also include the development of an individualized housing plan, updated at least annually or as needed, to guide the client's linkage to permanent housing. Housing services also can include housing referral services: assessment, search, placement, and advocacy services; as well as fees associated with these services.

**Limitations:** Housing services cannot be in the form of direct cash payments to clients and cannot be used for mortgage payments. Ryan White funds CANNOT be used for rental deposits.

**Services:** Eligible housing can include either housing that:

- Provides some type of core medical or support services (such as residential substance use disorder services or mental health services, residential foster care, or assisted living residential services); or
- Does not provide direct core medical or support services, but is essential for a client or family to gain or maintain access to and compliance with HIV-related outpatient/ambulatory health services and treatment. The necessity of housing services for the purposes of medical care must be documented.

**Program Guidance:** Ryan White HIV/AIDS Program (RWHAP) recipients and subrecipients must have mechanisms in place to allow newly identified clients access to housing services. RWHAP recipients and subrecipients must assess every client's housing needs at least annually to determine the need for new or additional services. In addition, RWHAP recipients and subrecipients must develop an individualized housing plan for each client receiving housing services and update it annually. RWHAP recipients and subrecipients must provide HIV/AIDS Bureau (HAB) with a copy of the individualized written housing plan upon request. HRSA/HAB strongly encourage institution of duration limits to housing services; referencing the U.S. Department of Housing and Urban Development (HUD) definition of transitional housing as up to 24 months.

Funds received under this category may be used for the following housing related expenditures:

- Housing referral services provided by a housing case manager or other professional to include assessment, search, placement, and advocacy services, who possess a comprehensive knowledge of local, state, and federal housing programs and how these programs can be accessed.
- Emergency housing defined as an unforeseen event that jeopardizes a household's ability to pay housing costs. Assistance is limited to one (1) month of rental/utility assistance within a contract year
- Transitional housing defined as support for a homeless person to facilitate movement to independent living. Transitional housing also provides temporary assistance necessary to *prevent homelessness* and to gain or maintain access to medical care. Funds may be used for rent and/or application fees; however, funds cannot be used for rental deposits. Funds may also be used for transitional residential housing that provides some type of core medical or support services such as residential substance use disorder services or mental health services, residential foster care, or

assisted living residential services. Assisted living residential services provided over the course of the program must ensure ongoing client access to outpatient/ambulatory health services and treatment. **Transitional housing assistance is based on need and available resources and is limited to no more than six (6) continuous months of funding within a contract year. Exceptions can be reviewed on a case by case basis by the Administrative Agency.**

- Short term assistance defined as support for a person currently in housing but needing financial support for rent and/or utilities to gain or maintain medical care.

## Service Standard and Performance Measure

The following Standards and Performance Measures are guides to improving healthcare outcomes for PLWH.

Standard	Performance Measure
<p><b>Emergency Housing Assistance:</b> Agency staff will initiate an intake within three (3) business days' onset of the emergency need to include reason(s) for need for emergency assistance that may place the client at risk of becoming homeless, such as:</p> <ul style="list-style-type: none"> <li>• Client is unable to pay rent due to: recent job loss; unpaid medical leave of absence; exhausted all leave balances</li> <li>• Client is unable to work due to recent hospitalization</li> <li>• Client had to recently purchase unexpected costly HIV medications or to pay for unexpected HIV-related medical expenses out of pocket</li> </ul> <p>Assessment that the household need is:</p> <ul style="list-style-type: none"> <li>• Actual costs to avoid eviction</li> <li>• Other resources are not reasonably available to address the unmet housing need</li> <li>• Client will maintain and/or have stable housing as a result of housing assistance</li> </ul> <p>Staff will contact the client at the end of the month to determine if the housing emergency has been resolved. If not resolved and the client needs additional assistance, the client may be assessed for short-term housing assistance.</p>	<p>Percentage of client charts with documented evidence of emergency housing need assessed.</p> <p>Percentage of client charts that have a documented assessment of other resources reviewed and determined not available to assist client in housing emergency.</p> <p>Percentage of client charts with documented evidence of follow up to housing need with resolution of housing emergency.</p> <p>Percentage of patients with an HIV diagnosis, who were homeless or unstably housed, in the 12-month measurement period. (<i>HAB Performance Measure</i>)</p> <p>Percentage of client charts accessing housing assistance, with stabilized housing documented as a result of the assistance provided.</p>
<p><b>Housing Plan for Transitional (temporary) and Short-Term Housing:</b> All clients receiving assistance for transitional and/or short-term housing must have a Housing Plan documented within the client files that includes:</p> <ul style="list-style-type: none"> <li>• Reason for housing assistance need;</li> <li>• Other resources screened for housing assistance with reasons documented as to why these resources were not available to the client.</li> </ul> <p>Plans must detail the on-going housing stability goal with a focus on access to medical treatment and supportive services. The plan must include:</p>	<p>Percentage of client charts with a documented housing plan developed.</p> <p>Percentage of client charts with documented evidence of monthly updated housing plans with progress toward goals identified.</p>

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<ul style="list-style-type: none"> <li>• Sustainable short-term and long-term goals for alleviating risks of homelessness, establishing affordable permanent housing stability, and improving access to health care and supportive services;</li> <li>• Identification of barriers to sustainable housing;</li> <li>• Steps to address housing needs;</li> <li>• Referral(s) to available housing support services; and</li> <li>• Budget and money management skills building, if indicated.</li> </ul> <p>Documentation in the client's primary record/progress notes that the housing plan is reviewed at least monthly.</p>	
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## References

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 33-36.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April, 2013. p. 31-35.

HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 16-02, <https://hab.hrsa.gov/program-grants-management/policy-notices-and-program-letters>

HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Housing FAQ, [https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/Housing\\_FAQs\\_Final.pdf](https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/Housing_FAQs_Final.pdf)

Per HRSA Project Officer Tempestt Woodard correspondence with Greg Bolds, HIV Resources Administration Program Manager, on 05/16/2017, assisted living residential services may include healthcare personnel as an allowable cost.

## **Housing Services Standards of Care Austin TGA Ryan White Part A Modifications**

### **Definition, page 1**

#### **Removed**

Housing services must also include the development of an individualized housing plan, updated annually, to guide the client's linkage to permanent housing.

#### **Replaced with**

Housing services must also include the development of an individualized housing plan, updated at least annually or as needed, to guide the client's linkage to permanent housing.

### **Program Guidance, pages 1-2**

#### **Removed**

Funds received under this category may be used for the following housing related expenditures:

- Housing referral services provided by a housing case manager or other professional to include assessment, search, placement, and advocacy services, who possess a comprehensive knowledge of local, state, and federal housing programs and how these programs can be accessed.
- Emergency housing defined as an unforeseen event that jeopardizes a household's ability to pay housing costs. Assistance is limited to one (1) month of rental/utility assistance within a contract year. The maximum amount of emergency housing assistance shall be uniform throughout each HIV Service Delivery Area (HSDA) and be determined by: 1) planning councils (PCs) in areas where the PC determines recommended allocations for Ryan White Part B (RW/B) and State Services funds; or 2) by the Administrative Agency (AA) based on consumer input/planning processes in RW/B-only HSDAs.
- Transitional housing is defined as support for a homeless person to facilitate movement to independent living. Transitional housing also provides temporary assistance necessary to *prevent homelessness* and to gain or maintain access to medical care. Funds may be used for rent and/or application fees; however, funds cannot be used for rental deposits. Funds may also be used for transitional residential housing that provides some type of core medical or support services such as residential substance use disorder services or mental health services, residential foster care, or assisted living residential services. Transitional housing assistance is based on need and available resources and is limited to no more than (6) continuous months of funding within a contract year. The maximum amount of transitional housing assistance shall be uniform throughout each HSDA and be determined by: 1) PCs in areas where the PC determines recommended allocations for RW/B and State Services funds; or 2) by the AA based on consumer input/planning processes in RW/B-only HSDAs.
- Short-term assistance defined as support for a person currently in housing but needing financial support for rent and/or utilities to gain or maintain medical care. The maximum amount of short term assistance shall be uniform throughout each HSDA and be determined by: 1)

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PCs in areas where PCs determine recommended allocations for RW/B and State Services funds; or 2) by the AA based on consumer input/planning processes in RW/B-only HSDAs.

**Replaced with**

Funds received under this category may be used for the following housing related expenditures:

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- Short term assistance defined as support for a person currently in housing but needing financial support for rent and/or utilities to gain or maintain medical care.

**Housing Referral Services, page 4**

**Removed – no replacement**

Standard: Housing related referrals provided by housing assistance/referral providers include housing assessment, search, placement, and advocacy services to seek housing (application to funding sources, visits to court systems). Staff will document in the client's primary record all activity to assist client in securing housing and outcome of the assistance.

Performance Measure: Percentage of client charts with documented evidence of housing referral services provided, as applicable, including all elements as indicated. Percentage of clients who received housing referral services that obtained secure, stable housing as a result of the assistance provided.

**References, page 4**

**Added**

Per HRSA Project Officer Tempestt Woodard correspondence with Greg Bolds, HIV Resources Administration Program Manager, on 05/16/2017, assisted living residential services may include healthcare personnel as an allowable cost.

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**REVIEW LOG**

<b>Reviewed by:</b>	<b>Action taken:</b>	<b>Approval date:</b>
HIV Planning Council	No changes	May 20, 2019
<i>add rows as needed</i>		

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