

Standards of Care

MARCH 2011



Housing Services

STANDARDS OF CARE

The purpose of the Ryan White Part A Standards of Care and performance measures is to ensure that a uniformity of service exists in the Las Vegas Transitional Grant Area (TGA) as such that the consumers of services receive the same quality of service regardless of where the service is rendered. These standards align with current Public Health Services (PHS) Guidelines and the Health Resources and Services Administration's standards and performance measures for service delivery to ensure the highest quality of service.

APPLICATION OF STANDARDS

These standards apply to any agency receiving Part A funds to provide services as contracted for that time period. If any agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps underway to meet the standards. All standards and measures will be reviewed by Part A Grantee staff annually as designated.

I. Definition of Service

Health Resources and Services Administration (HRSA)

Housing services are short-term assistance to support emergency, temporary, or transitional housing to enable an individual or family to gain or maintain medical care. Housing-related referral services include assessment, search, placement, advocacy, and the fees associated with them. Eligible housing can include both housing that does not provide direct medical or supportive services and housing that provides some type of medical or supportive services, such as residential mental health services, foster care, or assisted living residential services.

II. Goals of Service

To provide stop gap assistance in the form of time limited rental payments as clients transition from one housing assistance program to another.

III. Service Objectives

- To provide financial assistance to clients that are in need of short term rent assistance as they transition from one residence to another.
- To provide financial assistance to new clients that are in need of short term rent assistance as they transition from one residence to another.

IV. Measures

Indicators are used to measure and determine, over time, performance of a particular element of care. Outcomes are benefits or other results (positive or negative) for clients that may occur during or after their participation in a program. The Las Vegas TGA has developed three categories of measures to accurately track compliance vs. client progress vs. overall program performance. All measures will be tracked on an annual basis by grant year in their respective categories, which are; Agency Compliance Indicators, Client Level Outcome Measures, and Overall Program Performance Measures. The intent is that agency

compliance with standards of care will improve the overall health and well-being of the clients and improve access to care. The primary method of data collection is CAREWare, in addition to an annual chart review at each agency receiving Part A funding and client satisfaction surveys.

1. Agency Compliance Measures

Agency Compliance Measures for Housing services and their percentage goals are listed next to their respective standards in the Service Standards section. All agencies are expected to uphold the outlined standards to a minimum of the designated percentage goal and annually their compliance will be assessed. Additional standards and guidelines pertinent to each agency regardless of the service categories they provide are outlined in the Universal Monitoring Standards document which will also be assessed annually.

2. Client Level Outcome Measures

The Client Level Outcome Measures are a reflection of our clients progress as they access Housing services. The following Client Level Outcome Measure and percentage goal will be assessed annually:

In Medical Care

- 75% of clients that are in medical care (at least one medical visit per measurement period).

Maintained Adherence to Medical Care

- 75% of clients that maintain adherence to Medical Care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart in the measurement year).

Stabilized CD4 T-cell Count

- 75% of clients will stabilize or increase their CD4 T-cell count from initial count within the measurement period.

Most Recent CD4 Stable

- 75% of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD4 \geq 200$)

Undetectable Viral Load

- 75% of clients that maintained an undetectable viral load or achieved an undetectable viral load from initial count within the measurement period.

Most Recent Viral Load Undetectable

- 75% of clients with at least one viral load within the measurement year will be considered undetectable (<50).

3. Overall Program Performance Measures

Overall Program Performance Measures illustrate how accessible Housing service services are in our TGA in addition to how they are perceived by the client for not only the HIV/AIDS population but the minority population as well. These measures and respective goals are as follows:

Client Satisfaction

- 75% of clients will report being very satisfied or satisfied with the Housing services they received in the last 12 months through the Ryan White Program.

V. Service Standards

A. ELIGIBLE UTILIZATION OF SERVICE

Clients must present the thirty-days or more past due bill notice and exhibit the inability to pay the bill in order to receive Housing assistance. Additionally, in order to be eligible, the person or a member of the

resident household must present evidence that he/she is a named tenant under a valid lease or he/she is a legal resident of the premise. To receive a mortgage payment, the eligible person must demonstrate that he/she is the resident owner of mortgaged real property. Assistance is subject to the availability of funding.

B. HOUSING SERVICE ACTIVITIES

Short-term housing payments must be carefully monitored by the provider to assure limited amounts, limited use, and for limited periods of time. Prior to receiving Housing assistance the provider shall assist the client in seeking at least three alternate funding sources in the community.

Clients receiving Housing assistance must also have a Housing Plan documented in the client chart. It should, at a minimum, include the following:

- Identified issues
- Goal/objective
- Service provided
- Monthly and total cost
- Service start date
- Check amount
- Date the check was mailed
- Recipient of check
- Signature of client and case manager

| Housing Assistance Standards | Housing Services Agency Compliance Indicators |
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| <p>✓ All clients receiving Housing assistance must have a planning session with the provider regarding alternate funding source investigation documenting at minimum of three other potential resources that have denied the client Housing assistance prior to Housing assistance being issued.</p> | <p>Documentation of Denial from at least Three Other Sources</p> <ul style="list-style-type: none"> ○ 80% of clients receiving Housing assistance will have a planning session documented in the case notes that at least three other community resources were approached for Housing assistance prior to issuing Housing assistance through Ryan White. This must include the name of the community resource/agency, date contacted, and reason for denial. |

A request is considered approved when all documentation of the denial of three other resources is present and confirmation is received from the supervisor that funding is available. Clients eligible for Housing assistance should receive payment within 7 days of approved request.

| Housing Services Standards | Housing Services Agency Compliance Indicators |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>✓ All clients receiving Housing assistance will receive payment within 7 days of approved request. Awards are never to be paid directly to clients, but will be issued in check form to specific vendors (landlords, etc.).</p> | <p>Requests Paid within 7 Days</p> <ul style="list-style-type: none"> ○ 75% of clients receiving Housing assistance will have documentation that the request was paid 7 days after the approved request. |