



# MEMORANDUM

## Department of Social Service

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Administrator of Human Services  
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TO: Ryan White Part A (RWPA) Subrecipients

FROM: Tiffany Evans, Management Analyst II   
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SUBJECT: Emergency Financial Assistance (EFA)

DATE: March 9, 2021

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There have been questions posed regarding how to properly refer and document Emergency Financial Assistance (EFA) for clients by case managers. We are providing the following written guidance based on current EFA Services Standards and the Las Vegas TGA EFA Policy & Procedures.

### Services Standards Statement:

“EFA providers must ensure that EFA funds are utilized as a last resort of payment for clients in crisis and in need of emergency assistance” ....

“(EFA) assistance provider must document that at least two (2) prior resources have been exhausted before using EFA funds.”

### Guidance:

Prior to referring a client to a RWPA EFA provider, referring case managers must acquire verifiable documentation that client has attempted to seek assistance from a minimum of two (2) other sources to remedy their emergency situation. The following are examples of verifiable documentation:

- a letter of denial,
- a copy of email denying assistance
- follow up verbal confirmation by case manager with denying source
- verbal confirmation by case manager during a three way call with client and denying source

This documentation must be recorded in the clients CAREWare record prior to referral for services, to allow RWPA EFA providers the opportunity to review the sources of denial; to support compliance with HRSA requirements; and to aid in more timely assistance to clients.

If you have any questions, please feel welcome to contact either Tiffany Evans ([Tiffany.Evans@ClarkCountyNV.gov](mailto:Tiffany.Evans@ClarkCountyNV.gov)) or Juan Garcia ([Juan.Garcia@ClarkCountyNV.gov](mailto:Juan.Garcia@ClarkCountyNV.gov)).

### Source Documentation:

[RWPA Emergency Financial Assistance Service Standards \(May 2017\)](#)  
[Las Vegas TGA Emergency Financial Assistance Policy & Procedure](#)  
[CGD 20-01: Payer of Last Resort Policy](#)