

MEMORANDUM

Department of Social Service

Timothy Burch
Administrator of Human Services
Kristin Cooper, Assistant Director
Randy Reinoso, Assistant Director

TO: Ryan White Providers

FROM: Tiffany Evans^{TE}
Juan Garcia^{JG}

SUBJECT: Clarification on Denials for EFA

DATE: August 16, 2021

Emergency Financial Assistance providers have brought it to our attention the question of what is, or is not an acceptable denial when a case manager refers clients for EFA services. The Office of HIV is providing the following guidance:

1. A client must normally qualify for services from the agency that provided the denial.
Example: If a client resides in North Las Vegas, but the agency they are requesting assistance from only provides services in Henderson - this is **NOT** an acceptable denial.
2. The agency providing the denial must be able to provide the services that the client is requesting.
Example: If a client will be asking for housing assistance, and one of the denials they provided to their case manager is from an agency that does not provide any housing assistance - this is **NOT** an acceptable denial.

Case Managers are responsible to ensure that all denials are acceptable prior to sending their clients to EFA provider agencies. If you have any questions, please reach out to Tiffany Evans at Tiffany.Evans@ClarkCountyNV.gov or Tony Garcia at Juan.Garcia@ClarkCountyNV.gov.