



RYAN WHITE PART A (RWPA) HIV/AIDS PROGRAM  
LAS VEGAS TRANSITIONAL GRANT AREA (TGA)

***EMERGENCY FINANCIAL ASSISTANCE—SERVICE STANDARDS***

<b>Drafted by Part A Recipient Office</b>	<b>Approved by Part A Planning Council</b>
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**IMPORTANT:** All Las Vegas Transitional Grant Area (TGA) service providers must adhere to the Las Vegas-TGA [Universal Service Standards](#). Please read the [Universal Service Standards](#) prior to reading the service standards below.

**Service Description**

Emergency Financial Assistance provides limited one-time or short-term payments to assist a RWHAP client with an urgent need for essential items or services necessary to improve health outcomes, including: utilities, housing, food (including groceries and food vouchers), transportation, medication not covered by an AIDS Drug Assistance Program or AIDS Pharmaceutical Assistance, or another RWHAP-allowable cost needed to improve health outcomes. Emergency Financial Assistance must occur as a direct payment to an agency or through a voucher program.

**Program Guidance**

Emergency Financial Assistance funds used to pay for otherwise allowable HRSA RWHAP services must be accounted for under the Emergency Financial Assistance category. Direct cash payments to clients are not permitted.

Continuous provision of an allowable service to a client must not be funded through Emergency Financial Assistance.

**Minimum Requirements**

STANDARD	MEASURE
<b>1. Staff Requirements</b>	
A. None at this time.	A. N/A

<b>2. Service Delivery</b>	
<p><b>2.1. Eligibility and Eligible Use</b>  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. Eligible uses include:</p> <ul style="list-style-type: none"> <li>• Essential utilities</li> <li>• Short term housing rental assistance</li> <li>• Short term mortgage assistance</li> <li>• Emergency food assistance, including food vouchers</li> <li>• Emergency medication assistance, including vision care</li> <li>• Emergency transportation</li> </ul> <p>EFA requests will be considered on a case by case basis by the provider and are subject to availability of funds.</p>	<p>2.1. Documentation in consumer record of emergency need and eligible use</p>
<p><b>2.2. EFA-Utility Assistance</b>  Eligible clients must have an account in their name with a utility company or proof of responsibility to make utility payments, such as a receipt in their name from the utility company. Utility assistance payments are limited to power, gas, water/sewer, and trash bills. Clients requesting EFA-utility assistance must present the bill and demonstrate the inability to pay. The EFA-utility assistance provider must document that at least two (2) prior resources have been exhausted before using EFA funds.</p>	<p>2.2. Documentation in consumer record of specified element</p>
<p><b>2.3. EFA-Housing Assistance</b>  Eligible clients requesting EFA-housing assistance must provide evidence that they are a named tenant under a valid lease or legal resident of the premises. To receive a mortgage payment, the eligible client must demonstrate that they are the current owner of the mortgaged property. In addition, clients must present the bill and demonstrate the inability to pay. The EFA-housing assistance provider must document that at least two (2) prior resources have been exhausted before using EFA funds.</p>	<p>2.3. Documentation in consumer record of specified element</p>
<p><b>2.4. EFA-Food Assistance</b>  The EFA-food assistance provider must document the client’s emergent need.</p> <p>See <a href="#"><i>Food Bank/Home Delivered Meals</i></a></p>	<p>2.4. Documentation in consumer record of specified element</p>
<p><b>2.5. EFA-Medication Assistance</b>  The EFA-medication assistance provider must document the client’s emergent need.</p> <p>See <a href="#"><i>Health Insurance Premium &amp; Cost Sharing Assistance for Low-Income Individuals</i></a></p>	<p>2.5. Documentation in consumer record of specified element</p>

<p><b>2.6. EFA-Transportation Assistance</b> The EFA-transportation assistance provider must document the client’s emergent need.</p> <p>See <a href="#">Medical Transportation</a></p>	<p>2.6. Documentation in consumer record of specified element</p>
<p><b>3. Program Data and Reporting</b></p>	
<p>A. Emergency Financial Assistance programs are required to collect the following data elements in the Las Vegas TGA CAREWare data system:</p> <ul style="list-style-type: none"> <li>• Year of birth</li> <li>• Ethnicity</li> <li>• Hispanic subgroup</li> <li>• Race</li> <li>• Asian subgroup</li> <li>• NHPI Subgroup</li> <li>• Gender</li> <li>• Transgender subgroup</li> <li>• Sex at Birth</li> </ul>	<p>A. Documentation in Las Vegas TGA CAREWare</p>
<p><b>4. Policies and Procedures</b></p>	
<p>A. Las Vegas TGA <a href="#">Emergency Financial Assistance – Policies &amp; Procedures</a></p>	<p>A. N/A</p>
<p><b>5. Referral Policy</b></p>	
<p>A. All service providers must work in partnership with the client, their internal care coordination team and external providers (both Ryan White HIV/AIDS Program-funded and non-Ryan White-funded sites) to ensure appropriate and timely service referrals are made.</p> <p>For more information, see Las Vegas TGA <a href="#">Referral Policy</a>.</p>	<p>A. For internal Ryan White Part A referrals: documentation in CAREWare. For external referrals: documentation in client record that referral was completed.</p>