

HIV Health Services Planning Council Sacramento TGA

Policy and Procedure Manual

Subject: Support Services

No: SSC 04

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As directed by the HIV Health Services Planning Council established priorities, when funded, the following service standards will apply to Ryan White contracted service providers.

Policy: The Support Services standards which follow will be applied uniformly by any contract agency which receives Ryan White funding for the various support services listed in the provision of services to HIV+ persons seeking assistance. These standards are to be coordinated with other service standards, such as the dental or respite care standards, as needed. The standards are to be implemented in the context of the approved Case Management Model.

The support service categories are:

- Case management (non-medical)
- Child care services
- Pediatric developmental assessment and early intervention
- Emergency financial assistance (Other Critical Need)
- Food bank/home-delivered meals
- Health Education/Risk Reduction services
- Housing
- Legal Services
- Linguistics services (interpretation and translation)
- Medical Transportation
- Outreach services
- Permanency Planning
- Psychosocial support services
- Referral for health care/supportive services
- Rehabilitation services
- Respite care
- Substance abuse services – residential
(Now part of MCM)

Procedure:

1. The following general guidelines will be applied to ALL areas of Support Services:
 - a “The Ryan White legislation stipulates that ‘funds received...will not be utilized to make payments for any item or service... which can reasonably be expected to be made ...by sources other than Ryan White funds...this means that grantees and/or their subcontractors are expected to make reasonable efforts to secure other funding instead of Ryan White funds.’”
 - b “Ryan White funds are intended to support only HIV related needs of eligible individuals. Grantees, planning councils, and consortia should be able to make an explicit connection between any service supported with Ryan White funds and the intended recipient’s HIV status, or care-giving relationship to a person with HIV/AIDS.”
 - c All requests for services will be accompanied by an assessment of the individual’s need for the designated services, completed by a designated representative of the case management agency. The completed assessment must contain an annual budget completed with the client.
 - d Ryan White funds may not be given in the form of direct cash to clients.
 - e Ryan White funds may not be used to fund the following:
 - Pet foods or maintenance products/care
 - Local or state personal property taxes
 - Employment, vocational rehabilitation or employment readiness services
 - Clothing
 - Social outings
 - f All services shall be provided in a culturally and/or linguistically competent manner which is respectful to the client’s cultural health beliefs, practices and preferred language.
2. Exceptions and Emergencies may be handled as follows:
 - a The TGA’s Fiscal Agent may grant exception to these guidelines in response to specific unusual or compelling situations or in case of emergency on a case-by-case basis.
 - b Emergencies may be defined around the following specific support service categories only: housing, food, transportation and medication assistance. Other one-time needs are defined as exceptions.
 - c Exceptions and emergencies must be documented in the case record and signed by an agency’s authorizing person.
 - d All exceptions must be time limited.

3. Specific Support Service standards, by category, are to be applied as followed:
 - a Food Vouchers, Food Banks, Meals, Nutritional Supplements, Vitamins
 - 1 Definition: Assistance with food is to be provided according to local needs, in the form of food banks, home-delivered meals or vouchers. The overall intention is to help meet basic needs and to maintain health.
 - 2 Instructions: Case managers will facilitate last resort determination for food assistance through identifying available resources for food in the community, as well as by providing documented referrals to these other resources.
 - a Case Managers will then complete a budget with any client requesting food assistance, documenting a plan for maintaining their access to food/food resources.
 - b Agencies providing food assistance in the form of food vouchers or boxes will make every effort to purchase quantities that provide for discounts.

b Housing

1 Definitions:

Housing assistance is provided to enable individuals to remain in a stable environment, and/or gain or maintain access to medical care.

Short term or emergency housing defined as necessary to gain or maintain access to medical care and must be related to either:

- a Housing services that include some type of medical or supportive services: including, but not limited to, residential substance abuse or mental health services (not including facilities classified as a Institute of Mental Diseases under Medicaid), residential foster care, and assisted living residential services; or
- b Housing services that do not provide direct medical or supportive services but are essential for an individual or family to gain or maintain access and compliance with HIV-related medical care and treatment. Necessity of housing service for purposes of medical care must be certified or documented.

Short term or emergency assistance is understood as transitional in nature and for purposes of moving or maintaining an individual or family in a long-term, stable living situation. Thus, such assistance cannot be permanent and must be accompanied by a strategy to identify, relocate and/or ensure the individual or family is moved to, or capable of maintaining, a long term stable living situation.

Emergency housing may include motels, hotels, rooming houses, etc.

- 2 Instructions:
 - a Rent subsidies will be based on client’s actual rent or Fair Market resources identified and ratified by the HIV Health Services Planning Council and current directives for this service category.
 - b Rental agreement statement is required.
 - c Third-party notification to the agency from the rental holder is required, except in cases where the client demonstrates reliability in early notification to the Case Manager regarding payment difficulties, or in instances when such notification would result in client eviction.
 - d Clients must deplete other housing resources dollars, if available (e.g., HOPWA).
 - e At no time will payments exceed annual service directives caps as established by the HIV Health Services Planning Council.
 - f A one-time annual payment of move-in cost, not to exceed two month’s rent at fair market rate, may be paid. In this instance, the client must have documentation of ongoing ability to maintain rental payments (e.g., check stub, disability income verification, etc.).
 - g No deposits shall be paid.
 - h Hotel/Motel payments may be utilized on an emergency or transitional basis . The HIV Health Services Planning Council’s annual directives for this service standard may include a limitation on numbers of nights per year. This assistance will be accompanied by a documented plan to obtain more permanent housing.
- c Insurance
 - 1 Definition: Health Insurance continuation shall be provided to support continued access to quality HIV medical care.
 - 2 Instructions:
 - a Health Insurance continuation “...may be used to pay for public or private health insurance co-payments and deductible for low-income individuals only.”
 - b Health Insurance continuation payments shall be provided when continuation is a less expensive alternative than providing medical care through Ryan White funded services..

c Any assistance will assume the client and Case Manager have exhausted other options, and are actively engaging in efforts to enroll the client in alternative programs (e.g., OA-HIPP).

d Medical Transportation

1 Definition: Medical transportation assistance is provided to enable HIV+ individuals access to medical or social service appointments and/or resources which address basic needs.

2 Instructions:

a Agency representative shall make every effort to verify the client has no other resource to obtain medical transportation support (e.g., General Assistance bus pass).

b No-cost, non-profit or volunteer transportation services should be used as often as possible. Agency representatives must identify such resources with clients prior to provision of other options.

c Taxi services may be used, but should be considered last resort.

d “Funds...may not be used for direct maintenance expense (tires, repairs, etc.) of a privately owned vehicle or any other costs associated with a vehicle, such as lease or loan payments, insurance or license and registration fees.”

e “Mileage reimbursement that enables individuals to travel to needed medical or other support services may be supported...” This reimbursement is available to the medical transportation provider (such as a friend or family member who drives the client) only.

e. Utilities

1 Definition: Utility assistance is available to enable individuals to remain in a stable, healthy living situation and to aid in the prevention of homelessness.

2 Instructions:

a Utility payment subsidies (for electric, propane, kerosene, gasoline, and natural gas) may have dollar limitations based on HIV Health services Planning Council’s annual service directives.

b Any utility assistance provided will result in the Case Manager becoming a 3rd party notification for that utility service for one year.

c Emergency telephone assistance shall be available. In such an instance, the Case Manager will educate and assist the client in obtaining Universal Lifeline Service, if the client is not already enrolled. Service providers

throughout the TGA are expected to accept long-distance collect calls from clients as needed.

- d Cell phones, pagers, Internet or other basic telephone services may be subsidized if they are the client’s only basic telephone service

f. Other Support Services

1 Definition: This assistance is intended to provide access to a range of service which addresses needs frequently encountered by HIV+ individuals. The emphasis is on maintenance of health.

2 Instructions:

- a Vendor payment is required.
- b Examples of what may be compensated are as follows:
 - Translation/Interpreter services for HIV+ individuals and their caregivers
 - Glasses/Optician services (emergency only). Be sure to check for Medi-Cal authorization and/or Lyon’s Club glasses availability
 - Diapers or diaper rash ointment.
 - Medicated shampoos
 - Ointments
 - Disinfectant soaps
 - Pharmaceutical items (e.g., arm brace, durable medical equipment, syringes, etc.)
 - Other urgent needs, as determined between client and agency representative



Signed: _____
Susan Farrington, Chair

Date: 4/25/18