

EMERGENCY FINANCIAL ASSISTANCE (OTHER) STANDARDS OF CARE

DEFINITION

Emergency Financial Assistance-Other (EFA-Other) provides limited short-term payments, up to 90 days within a single grant year, and includes reassessment of emergency status every 30 days. This service standard is designed to assist a HRSA RWHAP client with an urgent need for essential items or services necessary to improve health outcomes, including: utilities (inclusive of electricity, gas, water, telephone, or internet access), housing, and/or food (inclusive of groceries and food vouchers).

In addition to the above outlined essential items, and outside of the aforementioned 90-day timeframe, EFA-Other may also be used to provide a prepaid cellphone with up to three- months' worth of prepaid phone/data cards.

EFA-Other must occur as a direct payment to an agency or through a voucher program. Direct cash payments to clients are not permitted. During a national, state, and/or locally declared emergency, current service standard definitions and caps may be waived by the Administrative Agency.

GOAL

Provide short-term payments to assist with emergency housing, expenses related to utilities, and/or food assistance when other regional resources have been used and/or exhausted.

STANDARD OF CARE

Hiring Standards

- All program staff should meet Health Resources and Services Administration(HRSA) Standards requirements for staff qualifications.

Training Standards

- All program staff should abide by the HRSA Standards requirements for training.

Job Performance Standards

- All program staff should abide by the HRSA Standards requirements for job performance.
- The agency must establish an eligibility policy for clients to utilize funds and to define emergency.

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- Program staff must develop a plan of action with each client with the goal of preventing future emergency financial needs.
- The agency must have a policy for re-evaluating emergency situations.

Reporting

- All program staff should abide by the HRSA Standards requirements for reporting.