

HOUSING SERVICES STANDARDS OF CARE

DEFINITION

Housing services provide transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain medical care. Housing services include housing referral services and transitional, short-term, or emergency housing assistance. Housing services also can include housing referral services: assessment, search, placement, and advocacy services; as well as fees associated with these services.

GOAL

In the Fort Worth Health Service Delivery Area, the goal of Housing Services is to remove housing barriers for people living with HIV by coordinating housing opportunities, thus increasing the client's chances of retention in medical care.

STANDARD OF CARE

HIRING STANDARDS

- All agencies should abide by the Texas Department of State Health Services (DSHS) Standards of Care requirements for hiring Housing Services staff.
- All paid Housing Services staff must possess, at minimum, a high school diploma or equivalent.

TRAINING STANDARDS

- All Housing Services staff should abide by the Texas Department of State Health Services (DSHS) Standards of Care requirements for training.

**Note that training may be provided by the agency, an outside agency, or online. However, funded agencies must provide documentation that Housing Advocates completed the training in the prescribed time period. A list of online training resources is available from the Planning Council.*

JOB PERFORMANCE STANDARDS

- All Housing Services staff should abide by the Texas Department of State Health Services (DSHS) Standards of Care requirements for job performance.

REPORTING STANDARDS

- All Housing Services staff should abide by local requirements for reporting.