

HOUSING SERVICES

A. DEFINITION:

Housing Services are the provision of short-term assistance to support emergency, temporary or transitional housing to enable an individual or family to gain or maintain medical care. Housing related referral services include assessment, search, placement, advocacy, and the fees associated with them. Eligible housing can include both housing that does not provide direct medical or supportive services and housing that provides some type of medical or supportive services, such as residential mental health services, foster care, or assisted living residential services.

B. GOAL(S):

Provide permanent housing, which supports consistent adherence and retention in medical care.

C. SERVICES:

Housing services, first month of rental assistance is for the purpose of maintaining an individual or family in a long-term, stable living situation. The housing strategy plan will be conducted at intake to ensure the individual or family is capable of sustaining a stable long-term living situation; follow up contact to ensure the move occurred.

Financial assistance is limited to the first month of rental assistance. The maximum amount of emergency assistance is \$800.

D. QUALITY MANAGEMENT:

Program outcome:

- 75% of clients receiving rental assistance have access to permanent housing, which supports consistent adherence and retention in medical care.

Indicators:

- Number of clients accessing rental assistance for permanent housing
- Number of clients with documentation that permanent housing was initiated.

Service Unit(s):

- Successful completed application as documented in CAREWare
- Face-to-face or phone contacts

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
First month rental payment is made out to the appropriate vendor. No payment may be made directly to clients, family or household members.	The Agency providing first month rental assistance must maintain the following documents in each client’s case file, in addition to any other documentation which may be required by the Standards of Care: <ul style="list-style-type: none"> • Copy of signed rental agreement and/or lease • Copy of vendor check for payment; • Copy of documentation of application for other assistance, if applicable; 	Number of clients receiving Housing Assistance payments	Number of clients	Client Files CAREWare	75% of client charts have documentation of rental assistance payments made to appropriate vendor.
All completed requests for assistance shall be approved or denied within one (1) working day of the receipt of signed rental agreement and/or lease. A check shall be issued within seven (7) working days of approval of request.	Documentation in client’s file of Housing assistance funds to clients within 7 working days of approved request.	Number of clients receiving Housing Assistance funds within 7 working days	Number of Housing Assistance funds requests	Client Files CAREWare	75% of client charts document funds to clients within 7 working days of approved request.