

Housing Services 2009-2010

Definition of Service: 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. (HRSA definition)

Objectives for Service:

- To provide quality housing counseling to promote the goal for each client of permanent housing.
- To provide appropriate referrals for clients in order to achieve medical stability and financial independence.

STANDARD	MEASURE
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Service Standards:	
The client’s eligibility for Ryan White Part B services is determined or in the process of being determined before services are initiated.	Documentation of the client’s eligibility is present in the client’s record.
A referral by a Ryan White Part B provider is made for initiation of housing services.	Documentation of the referral or form is present in the client’s record.
The living space for the client will minimally meet local code standards.	Documentation is available that these standards have been met and is available for review.
Screening:	
A screening is done at the time an individual makes an initial contact with the agency or when referred for the purpose of seeking housing services. It must be completed within 5 business days of initial contact with agency and should include time and date of follow up appointment.	Documentation that a completed screening was completed within 5 business days of initial contact is present in the client record, signed and dated. Documentation must contain the date and time of follow up appointment or that the client declined any appointment.

Intake:	
An intake is developed within 10 business days following the initial screening, usually at the time that the client has made an appointment with the Housing counselor.	Documentation that an intake occurred within 10 business days of the screening is present on the client record, signed and dated.
Clients who present with emergency needs will be referred immediately for assistance to appropriate provider.	Documentation of the emergency need for services including, verification of medical diagnosis, reason for emergency, any referral for services is present in the client record, signed and dated.
Assessment:	
All clients will have a housing assessment which may include shared information from a Ryan White Part B case manager. The assessment will include medical care, mental health and substance abuse issues, transportation, employment, financial resources, legal issues, communication skills and support system or must be present on the client's record using provider specific forms, and must remain on the client's permanent record. Information shared by the Ryan White Part B Case Manager will present in the client record. The assessment must be completed within 15 days of the intake . Documentation must be made if time frame is not met.	Documentation of a completed housing assessment within 15 days of intake is present in the client record, signed and dated. Documentation is present if time frame is not met with rationale for delay.
Housing Plan Implementation:	
The client and the Housing Counselor work in collaboration to develop an Individualized Housing Plan (IHP), following the completion of the assessment. The IHP must be completed within 45 calendar days of assessment . The IHP must be signed and dated by housing counselor and client. A copy must be offer to the client. Documentation must be made if time frame is not met.	Documentation of an IHP having been developed within 45 days of assessment is present in the client record, signed and dated by the housing counselor and the client. If time frame is not met, documentation of reason for delay is present in client's record. Documentation that a copy of the IHP was offered to the client and whether client accepted or declined is present in the client record.

<p>The IHP will include:</p> <ol style="list-style-type: none"> 1) Goal 2) Show the relationship of housing to the client's medical stability. 3) Person responsible for completing each action 4) Target date for completion of each action 5) Results of each action 	<p>Documentation of the ISP is present in the client's record, signed and dated by the housing counselor and the client.</p>
<p>Progress notes should include type of service provided, frequency of contact, type of contact (face to face, phone, e-mail) and rationale for housing services.</p>	<p>Progress notes are present in the client's record, signed and dated.</p>
<p>Reassessment:</p>	
<p>The housing counselor and the client will meet to reassess the IHP at least every 90 days to assess progress and identify new issues.</p>	<p>Documentation that IHP was reassessed at least every 90 days is present in the client's record, signed and dated.</p>
<p>Discharge:</p>	
<p>The discharge process is implemented when a client no longer requires housing services or due to administrative issues (such as safety for the client or others, not following the IHP, death).</p>	<p>Documentation must be present in the client's record to note the steps that were taken to complete a discharge.</p>
<p>Referrals:</p>	
<p>The client is appropriately referred to other Ryan White services as needed.</p>	<p>Documentation of the referrals and follow up is present in the client's record, signed and dated.</p>
<p>Qualifications of Housing Counselor:</p>	
<p>High School Diploma or GED and one year of experience working with clients infected with HIV or High School Diploma or GED and additional health training.</p>	<p>Documentation of qualifications must be kept in the housing counselor personnel file.</p>
<p>Training:</p>	
<p>All newly hired Housing Counselors must complete minimum training requirements within 1 year of hire:</p> <ol style="list-style-type: none"> 1) Case Management 101 2) Cultural Competency 3) Facts/ Fundamentals 	<p>Documentation of the completed training requirements will be present in the Housing Counselor personnel file and available for review.</p>
<p>Annual Training Requirement:</p>	
<p>All housing counselors must complete 6 hours of continuing education in housing or related area and/or HIV/AIDS annually.</p>	<p>Documentation of completion of the continuing education will be present in the housing counselor personnel file and available for review.</p>

