

**Ryan White Standards of Care  
Emergency Financial Assistance (S)**

**Emergency Financial Assistance**

**Service Definition**

**Emergency Financial Assistance** is the provision of short-term payments to agencies or the establishment of voucher program to assist with emergency expenses related to essential utilities, housing, food (including groceries, food vouchers, and food stamps), and medication, when other resources are not available (San Jose, CA TGA Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, Page 5).

**Goals:** The Standards of Care serve as guides to gauge the quality of HIV services in Santa Clara County.

**Emergency Financial Assistance providers are expected to comply with the Universal Standards of Care, as well as these additional standards:**

**Standards of Care**

**1.0 Standard of Care: Licensure or Assurance**

Standard	Measure/Documentation
A. <b>Payments:</b> The agency shall document payments that are made on behalf of each client.	A. Such records shall be maintained for a minimum of three years.

**2.0 Standard of Care: Knowledge, Skill, and Experience**

- No additional standards

**3.0 Standard of Care: Client Rights, Responsibilities, Confidentiality**

- No additional standards

**4.0 Standard of Care: Access to Services**

- No additional standards

**5.0 Standard of Care: Care and Treatment**

- No additional standards

<p style="text-align: center;"><b>Ryan White Standards of Care Emergency Financial Assistance (S)</b></p>
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**6.0 Standard of Care: Outreach and Provider Continuity**

- No additional standards

**7.0 Standard of Care: Continuous Quality Improvement**

- No additional standards

**8.0 Standard of Care: Staff Training**

- No additional standards

**References and Published Guidelines:**

1. **Ryan White Title I Standards of Care for Medical Case Management Services.** Approved by the Santa Clara County HIV Health Services Planning Council February 10, 2009.
2. **California State Office of AIDS (OA)** a division within California Department of Public Health, Center for Infectious Diseases, last modified August 29, 2012
3. **San Jose, CA TGA** – Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, July 1, 2011, “**Emergency Financial Assistance**”, Page 5.
4. Los Angeles County Commission on HIV, **Standards of Care, Direct Emergency Financial Assistance (DEFA) Services**, October 12, 2006 [http://www.hivcommission-la.info/cms1\\_051010.pdf](http://www.hivcommission-la.info/cms1_051010.pdf)