

**Ryan White Standards of Care  
Housing Services (S)**

**Housing Services**

**Service 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 (San Jose, CA TGA – Definitions for Eligible Services *HIV/AIDS Ryan White Treatment Extension Act 2009*, Page 6).

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

**Housing Services 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 rental payments that are made on behalf of each client. Such records shall be maintained for a minimum of three years.	A Documentation in client record.

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

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Standard	Measure/Documentation
A. <b>Housing Availability:</b> Staff will have knowledge regarding general availability of housing in the area, as well as subsidized and other affordable housing and the process of obtaining housing.	A. Documentation in personnel file.
B. <b>HUD/HOPWA:</b> Staff will have knowledge of federal HUD/HOPWA regulatory requirements and “fair housing requirements.”	B. Documentation in personnel file.

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

Standard	Measure/Documentation
A. Agency shall provide an application and eligibility assessment process, including written application criteria for acceptance/rejection, ranking criteria for eligible applicants when waiting list exists.	A. Documentation in client record.

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

- No additional standards

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

- No additional standards

**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**

A. <b>Fair Housing Requirement Training:</b> Agency shall provide appropriate training and updates for “fair housing” requirements.	A. Documentation in personnel file.
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**References and Published Guidelines:**

1. For a comprehensive overview of references, guidelines and resources please see the official WEB site for Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) at <http://hab.hrsa.gov>
2. **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.
3. **California State Office of AIDS (OA)** a division within California Department of Public Health, Center for Infectious Diseases, last modified August 29, 2012
4. **San Jose, CA TGA** – Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, July 1, 2011, “**Housing Services**” Page 6.
5. Los Angeles County Commission on HIV, **Standards of Care, Residential, Transitional Services.** February 9, 2006  
[http://www.hivcommission-la.info/cms1\\_041485.pdf](http://www.hivcommission-la.info/cms1_041485.pdf)