



2010 Emergency Financial and Housing Assistance Services Standards and Performance Indicators | page 1 of 4
Emergency Financial and Housing Assistance (EFHA) Services Standards and Performance Indicators

Framing Statement:

These standards are specific to the category of Emergency Financial and Housing Assistance services. See cross-cutting standards for category wide standards and indicators. Where applicable, the population included is described only once in the indicators; the numerators and denominators follow from the indicators.

Standard	Indicator	Numerator	Denominator	Exclusions	Evidence May Include	Bench- marks	Notes
1. Services are part of coordinated continuum of HIV/AIDS and EFHA services *Coordination is defined as communication with other agencies to ensure that clients apply for other existing EFHA resources.	1.1 Percentage of agencies that administer the Ryan White (RW) Part A housing program in coordination* with existing continuum of EFHA programs.	Number of agencies that administer the RW Part A housing program in coordination with existing continuum of EFHA programs within the measurement year.	Number of agencies administering RW Part A EFHA programs within the measurement year.		<ul style="list-style-type: none"> Review of program file Review of Policies and Procedures indicates coordination with existing EFHA programs. Review of applicable linkage agreements and/or a list of available homeless resources accessible outside of RW. 		
	1.2 Percentage of agencies that market case management cooperative and ensure that EFHA services are made known to consumers through the following means: <ul style="list-style-type: none"> Case managers Consumer training 	Number of agencies that market services through the case management cooperative and ensure that services are made known to consumers within the measurement year.	Number of agencies administering RW Part A EFHA programs within the measurement year.		<ul style="list-style-type: none"> Logs and agenda of case management cooperative training Communications to case managers Review of resource materials 		

AFC=AIDS Foundation of Chicago (current coordinating agency); HOPWA=Housing Opportunities for Persons Living with AIDS (HUD)



Standard	Indicator	Numerator	Denominator	Exclusions	Evidence May Include	Benchmarks	Notes	
	<ul style="list-style-type: none"> Resource materials that define these services as "Emergency Only" and specify eligibility requirements 							
2. Housing/ Emergency Financial Assistance Plan *Assistance Plan includes: <ul style="list-style-type: none"> • Referrals provided • Steps client will take to live within his/her means; increase income; and reduce expenses 	2.1 Percentage of EFHA clients who have a housing/emergency financial assistance plan* in place.	Number of clients who have a housing/emergency financial assistance plan* in place within the measurement year.	Number of clients receiving EFHA within the measurement year.		Agency client housing/emergency assistance file (part of application), which includes follow-up plan.			
	2.2 Percentage of emergency housing and financial assistance clients who have follow-up plan documented in client file and updated one year after receipt of initial services within the measurement year.	Number of clients who have follow-up plan documented in client file and updated one year after receipt of initial services within the measurement year.	Number of clients receiving emergency and financial housing assistance within the measurement year.	Number of clients receiving emergency and financial housing assistance within the measurement year.	Clients initiating service within the measurement year. Clients receiving less than 12 months of service.	AFC client housing/emergency assistance file (part of application), which includes follow-up plan.		AFC Documentation will be available beginning July 2011.
	2.3 Percentage of completed EFHA client applications for which coordinating agency staff determines eligibility for appropriate	Number of completed EFHA client applications for which coordinating agency staff determines	Number of completed EFHA client applications received by agency within	Number of completed EFHA client applications received by agency within		Documentation of eligibility for RW Part A or other housing services in EFHA client application (page 8— office use only)		

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	housing assistance through HOPWA, State Homeless Prevention funds, other programs, or RW Part A.	eligibility for appropriate housing assistance through HOPWA, State Homeless Prevention funds, other programs, or Ryan White Part A. within the measurement year.	the measurement year.				
3. Services are provided on a timely basis.	3.1 Percentage of EFHA clients whose completed applications are approved or denied by coordinating agency within 5 business days of receipt by coordinating agency.	Number of clients whose completed applications are approved or denied by coordinating agency within 5 business days of receipt by coordinating agency within the measurement year.	Number of completed EFHA client applications received by the coordinating agency in the measurement year.	Applications that are not complete	Confirmation sheet in client file		
	3.2 Percentage of clients whose EFHA assistance checks are distributed within 5 business days of application approval.	Number of clients whose EFHA assistance checks are distributed within 5 business days of application approval within the measurement year.	Number of clients approved for EFHA assistance by coordinating agency within the measurement year.	Client applications not approved for EFHA assistance	Copies of EFHA checks from case management agencies received by coordinating agency and housed in coordinating agency client file.		



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4. Access	4.1 Percentage of agencies documenting eligibility standards and definitions of "emergency."	Number of agencies documenting eligibility standards and definitions of "emergency" within the measurement year.	Number of agencies serving RW eligible EFHA clients.		Each agency complies with EMA-wide protocols, as indicated by staff protocols, training, and review of client files.		
5. Care and Demonstration of Need	5.1 Percentage of clients whose EFHA application is shared with other emergency assistance providers, with client consent, to assure that RW EFHA funding remains payer of last resort.	Number of clients whose EFHA application is shared with other emergency assistance providers, with client consent, to assure that RW EFHA funding remains payer of last resort within the measurement year.	Number of clients who apply for RW EFHA within the measurement year.		<ul style="list-style-type: none"> Protocol is in place to ascertain from either RW case manager or from EMA-wide database what other EFHA the client has received. Client file indicates the information was sought for all applicants. 		