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## Alabama Ryan White Part B Service Standards

### Housing Services

**Effective Date: January 1, 2025**

#### Purpose

This Service Standard was prepared by the Alabama Department of Public Health (ADPH) Office of HIV Prevention and Care (OHPC) and the United Way of Central Alabama (UWCA) in consultation with Organizational Ideas (a technical assistance provider), with stakeholder input to guide the delivery of high-quality services for people with HIV (PWH). This document contains the minimum requirements Ryan White Part B (RWPB) providers are expected to meet when delivering HIV care and support services funded by RWPB. Providers may exceed these standards. These standards will also provide a basis to evaluate the RWPB services. Please note that all RWPB Service Standards expectations also apply to Health Resources and Services Administration (HRSA) Ending the HIV Epidemic in the U.S. (EHE)-funded services unless exceptions are noted.

#### Definitions and Descriptions

The description under the “Standard” column outlines the required activities that must be provided to the client receiving the RWPB service. The “Documentation” column provides the documents that must be maintained by the provider delivering the service. The Service Standards contain the following major elements:

- **Agency & Personnel Requirements:** The minimum required education, certification, experience, and facility requirements that are needed to provide the RWPB service.

- **Eligibility & Intake:** Eligibility refers to the current statewide criteria for receiving services through RWPB as outlined in the *RWPB Universal Service Standard*. Current eligibility criteria can be found at: <https://www.alabamapublichealth.gov/hiv/index.html>. The agency must determine or confirm RWPB eligibility for the client prior to provision of services. Eligibility may occur during intake or through a stand-alone process. Intake is the process of collecting information to determine the client's immediate service needs.
- **Assessment:** The Assessment is an evaluation of need conducted by qualified personnel to determine if there is a need for the RWPB service. The evaluation must render the determination for referral or provision of service. It must include the elements listed in the standard. The documentation of the evaluation of need is determined by the agency.
- **Provision of Services:** The provision of services are the activities or services that are provided to the client. Where appropriate, a Service Plan should address the client's assessed needs with a timeline to resolve the need(s).
- **Transition/Discharge:** Transition/Discharge refers to the release or cessation of the RWPB service. Transition or Discharge may occur in conjunction with the transition or discharge from the agency's program, when the client no longer needs or meets the criteria for the service, when the client is transitioned to another care provider, or when a client is deceased.
- **Case Closure:** When a client is discharged or transitioned to another care provider, the services will cease and the case is closed.

## I. HRSA Service Category Definition

Housing provides transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain outpatient/ambulatory health services and treatment, including temporary assistance necessary to prevent homelessness and to gain or maintain access to medical care. Activities within the housing category must also include the development of an individualized housing plan, updated annually, to guide the client's linkage to permanent housing. Housing may provide some type of core medical (e.g. mental health services) or support services (e.g. residential substance use disorder services.)

Housing activities also include housing referral services, including assessment, search, placement, and housing advocacy services on behalf of the eligible client, as well as fees associated with these activities.

## II. Program Guidance

HRSA RWHAP recipients and subrecipients that use funds to provide Housing must have mechanisms in place to assess and document the housing status and housing service needs of new clients, and at least annually for existing clients.

HRSA RWHAP recipients and subrecipients, along with local decision-making planning bodies, are strongly encouraged to institute duration limits to housing activities. HRSA HAB recommends recipients and subrecipients align duration limits with those definitions used by other housing programs, such as those administered by the Department of Housing and Urban Development, which currently uses 24 months for transitional housing.

Housing activities cannot be in the form of direct cash payments to clients and cannot be used for mortgage payments or rental deposits, although these may be allowable costs under the HUD Housing Opportunities for Persons with AIDS grant awards.

## III. Key Service Components and Activities

### **Allowable costs include:**

- Housing referral services including assessment, search, placement, and advocacy services on behalf of the eligible client, and fees associated with these services.
- Emergency housing assistance, defined as an unforeseen event that jeopardizes a household's ability to pay housing costs.
  - Note: A one-time housing/rental and/or utility assistance payment should be attributed to *Emergency Financial Assistance*.
- Short-term assistance, defined as support for a person currently in housing but needing financial support for rent and/or utilities to gain or maintain medical care.
- Transitional services, defined as support for a person experiencing homelessness and to gain or maintain access to medical care. Funds may be used for rental and/or applications fees. Transitional housing assistance is based on need and available resources and is limited to no more than 18 continuous months.
- RWHAP funding may be used to pay for a RWHAP client's security deposit if a RWHAP recipient or subrecipient has policies and procedures in place to ensure that the security deposit is returned to the RWHAP recipient or subrecipient and not to the

RWHAP client.

**Not allowable:**

- Direct cash payments to clients
- Mortgage payments
- Pet fees

For common components required for all RWPB services, please see the *RWPB Universal Service Standard*. Key service components and activities specific to this service are outlined below:

**ADPH Service Standards:**

<b>Standard</b>	<b>Documentation</b>
<b>1. Agency &amp; Personnel Requirements</b>	
1.1) Staff will have knowledge of community housing resources, local, state, and federal housing programs and factors impacting housing instability. At minimum, staff should receive the following training and information: <ul style="list-style-type: none"> <li>• HIV 101</li> <li>• Cultural competency</li> <li>• Housing Opportunities Made Equal (HOPWA) eligibility, requirements, and services available in Alabama</li> <li>• Other community housing resources</li> </ul>	1.1) Completed trainings in personnel files.
1.2) Policy or process in place to ensure funded housing services are appropriate and safe.	1.2) Written policy or process to ensure safety of housing services.
1.3) Agency shall have a crisis protocol policy and procedure for urgent housing needs.	1.3) Agency policy/procedure that describes its crisis protocol.
<b>2. Eligibility &amp; Intake</b>	
2.1) Subrecipient must conduct or confirm eligibility consistent with statewide eligibility requirements. All clients must have an active eligibility at the time of service.	2.1) Active eligibility for RWPB in client's record during the service delivery period.
2.2) Complete intake within 2 business days of referral.	2.2) Intake completed within 2 business days of referral.

<b>3. Assessment</b>	
3.1) An assessment for housing services will occur within 5 business days of client intake and will identify housing status and housing service needs.	3.1) Assessment completed within 5 business days of intake with cost of requested services delineated. If applicable, documentation must clearly delineate the cost of requested services and include information necessary to make the payment, e.g. payee name, address, account number.
<b>4. Provision of Services</b>	
4.1) A transitional, short-term, and/or emergency housing assistance plan will be developed within 10 business days, and services, including payments, will ensure patient's continued access to housing.	4.1) Housing service plan based on the client's needs completed within 10 business days.
4.2) Housing plan must be updated at least annually for clients receiving housing services.	4.2) Housing service plan updated at least annually.
4.3) Maintain progress notes of all communication between provider and client (or on behalf of client), including messages left for the provider. Progress notes must indicate the service provided and referrals that link clients to needed services. Documentation should be noted in the client's record within 2 business days of occurrence.	4.3) Progress notes in client's record within 2 business days of occurrence.
<b>5. Transition/Discharge</b>	
5.1) See <i>RWPB Universal Service Standard</i> .	
<b>6. Case Closure</b>	
6.1) See <i>RWPB Universal Service Standard</i> .	

## Resources

1. Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) Policy Clarification Notice (PCN) #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds:  
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>
2. HIV/AIDS Bureau (HAB) Ryan White HIV/AIDS Program (RWHAP) Policy Clarification Notice 16-02: Eligible Individuals and Allowable Uses of Funds Housing Services Frequently Asked Questions  
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/housing-faqs-final.pdf>
3. Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients:  
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2023-rwhap-nms-part-b.pdf>
4. HIV/AIDS Bureau (HAB) Ryan White HIV/AIDS Program (RWHAP) Security Deposit Program Letter:  
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/hrsa-hab-security-deposit-program-letter.pdf>