

EMERGENCY FINANCIAL ASSISTANCE STANDARDS OF CARE

DEFINITION

The provision of short-term payments to agencies or establishments of voucher programs 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.

NOTE: Part A and Part B programs must be allocated, tracked, and report these funds under specific service categories as described under 2.6 in the DSHS Program Policy Guidance No. 2 (formerly Policy No. 97-02).

GOAL

Provide short-term payments to assist with emergency housing, food, expenses related to essential utilities (i.e., gas, water, electricity), and/or medication assistance when other regional resources have been used and/or exhausted.

STANDARD OF CARE

Hiring Standards

- All program staff should meet Texas Department of State Health Services (DSHS) Standards of Care requirements for staff qualifications.

Training Standards

- All program staff should abide by the Texas Department of State Health Services (DSHS) Standards of Care requirements for training.

Job Performance Standards

- All program staff should abide by the DSHS Standards of Care requirements for job performance.
- Programs must ensure medications funded through the Emergency Financial Assistance program are for short-term (as defined by the DSHS Standards of Care) use or to carry a person until other medication programs (e.g., ADAP, health insurance, pharmaceutical assistance or other payer) become effective. Persons needing the beyond short-term use are to be recorded and funded through the AIDS Pharmaceutical Assistance Program.
- The agency must establish an eligibility policy for clients to utilize funds and to define emergency.
- Program staff must develop a plan of action with each client with the goal of preventing future emergency financial needs.
- The agency must have a policy for re-evaluating emergency situations.



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Reporting

- All program staff should abide by the Texas Department of State Health Services Standards of Care requirements for reporting.