

# **Ryan White Part A Quality Management**

Emergency Financial Assistance  
Service Delivery Model

**Palm Beach County**

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Palm Beach County Care Council  
Quality Management Committee &  
Medical and Support Services Committee

# **Ryan White Part A Quality Management**

## **Emergency Financial Assistance Service Delivery Model**

### **Statement of Intent**

All Ryan White Part A funded practitioners are required by contract to adhere, at a minimum, to the Public Health Service (HHS) Guidelines.

### **Service Definition**

Provision of short-term payments to agencies or establishment of voucher programs to assist with emergency expenses related to essential utilities, housing, food, and medication when other resources are not available. EFA funds are only to be used as a last resort. Clients may receive up to 12 accesses per year for no more than a combined total of \$1,000 during the grant year.

## Standards of Care

Standard	Indicator	Data Source
<p>1. A protocol is in place for staff and volunteers explaining how to use direct emergency assistance.</p>	<p>1.1 Agency follows protocols established by funding source.                      1.2 Funding sources are not directly related to agencies disbursing funds.                      1.3 Complete financial assessment/plan for non-reoccurrence of financial assistance.</p>	<p>1.1.1 Memo documenting protocol                      1.2.1 Policy and procedure for disbursement of funds                      1.3.1 Documentation of financial assessment and assistance</p>
<p>2. Those clients meeting protocol will be eligible to receive emergency assistance.</p>	<p>2.1 Compliance with protocol and documented HIV-related need noted in chart.                      2.2 Copy of check(s) made to note amount(s).</p>	<p>2.1.1 Documentation in client chart                      2.2.1 Copy of check</p>

\*Standards of Care are guidelines or flexible directions to be used in the treatment of HIV/AIDS. Departures from these standards may arise due to a client’s unique situation and/or based on an experienced professional’s judgment.