

Ryan White Part A Quality Management

Housing Services
Service Delivery Model

Palm Beach County

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

Ryan White Part A Quality Management

Housing Services 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 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.

Standards of Care

Standard	Indicator	Data Source
1. Contracted agencies will have criteria to determine client eligibility for Emergency/Transitional Housing services.	1.1 100% of clients are determined eligible for Emergency/ Transitional Housing services.	1.1.1 Documentation in client chart
2. Emergency/ Transitional Housing provider will complete client initial assessment to identify resources needed.	2.1 100% of clients will have initial assessment completed for housing needs.	2.1.1 Documentation in client chart
3. Emergency/ Transitional Housing provider and client must develop initial Plan of Care, to include specific housing goal for clients' which may include referral and/or counseling to help with permanent housing, and/or other funding source, with copy offered to client.	<p>3.1 100% of clients will have Plan of Care developed within 5 business days of initial assessment.</p> <p>3.2 100% of assessments will have a review/update every week by provider or referring agency.</p> <p>3.3 100% of clients will be offered a copy of the Plan of Care.</p> <p>3.4 100% of clients provide documentation to support achieving Plan of Care goals, within 30 days, to remain in the program.</p>	<p>3.1.1 Documentation in client chart</p> <p>3.2.1 Documentation in client chart</p> <p>3.3.1 Documentation in client chart</p> <p>3.4.1 Documentation in client chart</p>
4. Upon completion of Plan of Care goals, client is eligible to receive first month's rental assistance.	4.1 100% of clients receiving rental assistance will have completed their Plan of Care goals.	4.1.1 Documentation in client chart

*Standards of Care are guidelines or flexible directions to be used in the housing 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.