

# EMERGENCY FINANCIAL ASSISTANCE

## HRSA Description (2-1-2016)

*Emergency Financial Assistance* provides limited one-time or short-term payments to assist the RWHAP client with an emergent need for paying for essential utilities, housing, food (including groceries, and food vouchers), transportation, and medication. Emergency financial assistance can occur as a direct payment to an agency or through a voucher program. Direct cash payments to clients are not permitted.

## Key Service Components

It is expected that all other sources of funding in the community for emergency financial assistance will be effectively used first and that any allocation of RWHAP funds for these purposes will be as the payer of last resort, and for limited amounts, uses, and periods of time. Continuous provision of an allowable service to a client should not be funded through emergency financial assistance.

Emergency Financial Assistance should include:

- An assessment of community resources to ensure that the RWHAP is the payer of last resort;
- An assessment of the client's current income, expenses and need for assistance;
- A written plan that indicates how the client's future needs will be met;
- Updated income documentation, if necessary<sup>1</sup>
- An assessment and referral to the MADAP Program (Maryland AIDS Drug Assistance Program), if eligible<sup>2</sup>

Please note that this service provides limited assistance to clients experiencing a housing, utility, food, transportation, or medication emergency. Clients with ongoing needs may be eligible for assistance via other service categories within the RWHAP.

See *Housing*

See *Food Bank/Home Delivered Meals*

See *Medical Transportation*

See *Health Insurance and Premium Cost-Sharing for Low-Income Individuals*

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<sup>1</sup> Updated Proof of Income is not necessary unless the client's income has changed since the last eligibility update.

<sup>2</sup> This requirement applies to individuals who receive emergency medication assistance.

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## Qualifications

Competencies, Knowledge and Skills	Evaluation/Documentation
<p>Staff persons should demonstrate competency, knowledge and skills in the following areas:</p> <ul style="list-style-type: none"> <li>• Ability to assess income, expenses and need, and to develop a plan to pay for future needs;</li> <li>• Ability to develop/review a budget with a client; and</li> <li>• Knowledge of community resources that provide emergency services</li> </ul>	<p>Demonstrated competencies, knowledge and skills must be available upon request (e.g. participation in training, formal supervisory review, direct observation, case review, etc.)</p> <p>Documentation of emergency assessment, need and plan to pay for future needs.</p>
<p>Invoice/bills which are to be paid with Emergency Financial Assistance funds must be in the client's name. Exceptions may be made in instances where it can be documented that, although the service (e.g. utility) is in another person's name, it directly benefits the client.</p>	<p>Client file must include a copy of the invoice/bill</p> <p>If the service is in another person's name, the address must match the client's current address that can be verified by another form of documentation (e.g. Proof of Residency, other bills, recent mail, etc.)</p>
<p>The agency has a procedure to protect client confidentiality when making payments for assistance, (e.g. checks that do not identify the agency as an HIV/AIDS agency).</p>	<p>Agency policy is available upon request</p>