



Office of Planning Council Support
United Way of Greater Union County
33 West Grand Street Elizabeth, NJ 07202
Phone Number: 908-353-7171 Fax: 908-353-6310
www.nemaplanningcouncil.org



SERVICE STANDARDS FOR HOUSING SERVICES

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Reviewed/approved by the
Continuum of Care Committee

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February 19, 2020

August 18, 2021

In addition to the Universal Standards, you are also expected to follow the following guidelines.

I. GOAL

The goal of Housing services is to provide PLWHA assistance in maintaining or accessing residential services in order to maintain linkage and retention in care.

II. DESCRIPTION [HRSA PCN 16-02 Rev. 10/22/18]

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 or as needed, to guide the client's linkage to permanent housing.

Eligible housing can include:

- Core medical or support services (such as residential substance use disorder services or mental health services, residential foster care, or assisted living residential services).

The necessity of housing services for the purposes of medical care must be documented.

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.

III. KEY SERVICE COMPONENTS AND ACTIVITIES

- Development /update of an individualized Housing plan (Including objectives for gaining stable and permanent housing)
- Reassessment of individualized service plan, as needed
- Transitional housing, Emergency Shelter or short-term rental assistance
- Assessment, Search, Housing Placement and Advocacy
- Housing related Referral Services
- Fees associated with these services are permitted

IV. SERVICE LIMITATIONS /REQUIREMENTS

Parameters for service category spending are determined by the recipient's office and communicated directly to funded organizations by the recipient.

"To plan for the development, implementation and continual improvement of the health care and treatment services for People Living With and Affected by HIV & AIDS who reside in the five New Jersey Counties of Essex, Morris, Sussex, Union and Warren."

V. ASSESSMENT AND SERVICE PLAN

Development and implementation of an individualized service plan can incorporate a Housing plan as long as it includes SMART goals and objectives that guide client's linkage to stable permanent housing.

- Determine and document clients housing needs.
- Use Specific Measurable Attainable Realistic Timely (SMART) goals, develop a plan used to guide client's linkage to stable permanent housing.
- Ensure client is linked to medical care and follow up to ensure retention.

DOCUMENTATION

Written documentation for each client shall comply with all required documentation as outlined in the NEMA Universal Standards of Care, including but not limited to the following:

1. Signed initial and updated individualized service/ housing plan
2. Evidence of consent for services
3. Documentation of each contact with or on behalf of the client
4. Evidence of the client's understanding of his/her rights and responsibilities
5. Signed "Consent to release information" form if needed. This form must be specific and time limited.

VI. PERSONNEL QUALIFICATIONS AND TRAINING

- Para-professional with a High School diploma or GED with HIV experience/training preferred.
- Staff working with housing assistance clients should possess the knowledge and experience to deliver the services specific to EMA standards specifications, including basic knowledge of emergency interventions.
- Staff working with clients should be well versed in the process for referral to and application for local, state and federal housing programs.
- Training on EMA Standards of Care for Housing and Universal Standards
- Staff will attend Rutgers AETC (AIDS Education and Training) Medical Case Management/ Case Management training
- Ongoing training on CHAMP system and pertinent updates
- Staff will receive training regarding confidentiality, client rights and the agency's grievance procedures (provided by agency)
- Staff will receive annual evaluation/review (provided by agency)
- Valid Driver's license if needed.