

Comments on Housing

Standards of Care

| # | Item | Comment | DSHS Response | Resolution |
|---|--|--|--|------------|
| 1 | Short-term assistance | Can a person receive more than one type of short term assistance within the same year? How would you calculate the maximum amount of assistance? | Yes – up to the maximum of \$600. Total amount given for expenses within the contract year. | |
| 2 | Mortgage | It states in the Limitations above that housing funds cannot be used to pay mortgages. | You are correct and this should have been deleted. Thanks for catching! | |
| 3 | advocacy services who possess | Needs punctuation | Will add comma after professionals and services Thank you | |
| 4 | Agency staff Education: All professional housing providers must complete the following within three (3) months of hire: -Effective Communication -Texas HIV | The staff education requirements are not clear. For example, does the provider have to read the case management standards or complete the required CM trainings? The standards state the provider must “complete the following”, but what they have to complete isn’t clear. | These case managers may not be a medical or non-medical case manager, so no, they do not need to read the case management standards or complete the required CM trainings. Will add “training on the following topics” for clarity | |

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| | Medication Program -HIV Case Management -HIV and Behavioral Risk -Substance Use and HIV -Mental Health and HIV -Local, state, and federal housing program rules and regulations -How to access housing programs | | | |
| 5 | Emergency Assistance Emergency expenses prevention payment of housing costs | This isn't clearly written. | Will delete | |
| 6 | Emergency Assistance Client was too ill to work and the client did | Perhaps the person earns leave, but has exhausted all their leave. | Good point, will add | |

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| | not have a position where sick/annual leave was accrued | | | |
| 7 | Housing Plan Housing Plan should be reviewed at least every month to see if progress is being met towards meeting goals. | Reviewed internally or with client? | Reviewed with the client. Will add | |
| 8 | General | If assistance is approved, within how many days does the check or payment need to be issued? | Will add "Check will be issued within three (3) – five (5) business days upon approval." | |