

Referral, Client Intake and Assessment

2021 HOPWA

HOPWA clients can be referred to the HOPWA program in a number of ways. They may learn about the program directly through word of mouth, the Area 8 HIV Service brochure, the HOPWA brochure or the state or local HOPWA websites. Clients can also be referred through local homeless coalitions or other social services agencies. Most clients are referred to the program by their Ryan White Case Managers. In six of the 7 counties in Area 8 plus in Manatee County, the same agencies currently provide Ryan White and HOPWA services to clients. Often, the client will have one Case Manager who provides services for both programs making the referral process seamless. Lee County, is the only county in Area 8 where the Ryan White agencies are not the same agencies offering HOPWA services. In this case, the Ryan White agencies and HOPWA case management agency have developed referral processes. The client intake process is simplified as both types of agencies use the CAREWare database and a common eligibility process.

Client eligibility is assessed by the housing coordinator or case management, both of these titles referred to the same position. Eligibility is assessed using the criteria laid out in the Florida State HOPWA Program: Policies and Procedures Manual and the Florida HIV/AIDS Eligibility Procedure Manual.

Client household composition is assessed by the Case Manager following the guidelines listed in the Florida State HOPWA Program: Policies and Procedures Manual. Case Managers use documentation to verify information when that information is accessible. Case Managers review household composition as a part of required quarterly home visits for all clients in the tenant-based rental assistance program.

Changes in household composition will lead to reassessment of household composition and financial situation. Case Managers will reassess using the guidelines in the Florida State HOPWA Program: Policies and Procedures.

Resources that are available to assist clients vary widely from county to county throughout the region. Clients and Case Managers are encouraged to consult a dedicated website ([swflresourcelink](#)) that has been created to navigate the many different types of resources. Relationships have also been built with homeless coalitions, non-profit agencies and social services agencies. Case Managers first discuss potential resources locally, they may also partner

with other agencies or project sponsor to discuss potential options. Part of the responsibility of the housing resource specialist will be to locate and refer to resources.

Client housing needs are assessed by the housing case managers using the process described in the Florida State HOPWA Program: Policies and Procedures Manual. Motivational interviewing techniques are encouraged to ensure the right questions are being asked to identify the client's needs.

In Area 8, the HOPWA program currently offers:

- Short Term Mortgage, Rent and Utility Assistance (STRMU)
- Permanent Housing Placement (PHP)
- Transitional Housing
- Tenant-Based Rental Assistance
- Resource Identification services
- and Case Management.

The Project Sponsor is not currently contracted to offer supportive services other than Case Management. These services may be available to clients through partnerships with the Florida Department of Health at the state level.

Case Management services are delivered by subcontracted agencies. For the remainder of services, the Case Managers at the subcontracted agencies determine eligibility and the need for services. They then send a form authorizing services to the Project Sponsor. The Project Sponsor then processes the payments of the services.