

St. Louis TGA: Housing Service Standards

Revised by Service Standards: 10.02.2025

PC Approved: November 2025

HRSA Definition: Housing Services provide transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain outpatient/ambulatory health services and treatment. Housing services include housing referral services and transitional, short-term, or emergency housing assistance.

Transitional, short-term, or emergency housing provides temporary assistance necessary to prevent homelessness, and to gain or maintain access to medical care. Housing services must also include the development of an individualized housing plan, updated annually, to guide the client's linkage to permanent housing. Housing services also can include housing referral services: assessment, search, placement, and advocacy services; as well as fees associated with these services.

St. Louis TGA Part A Definition: The St. Louis TGA provides emergency housing for Ryan White Part A clients for a maximum 90 days.

St. Louis TGA MAI Definition: The St. Louis TGA provides extended emergency housing for minority clients for a maximum of 120 days.

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| 1.0 Intake and Eligibility, and Recertification | | |
| Standard | Measure | Responsibility |
| 1.1 Client must be actively enrolled in case management or direct enrollment services. | 1.1 Documentation of referral for service on file. | 1.1 Subrecipient Responsibility |

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| 2.0 Subrecipient Policies and Procedures | | |
| Standard | Measure | Responsibility |

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| <p>2.1 Subrecipient has evidence that the locations where clients are placed for temporary housing are safe, secure, and licensed to offer housing services.</p> <p>2.2 Subrecipient will refer clients who have been discharged from the program or evicted from their current housing to other emergency housing providers.</p> <p>2.3 Subrecipient will refer clients who have been evicted from housing to legal services when applicable.</p> | <p>2.1 Routine inspections indicating that the housing meets health, fire, and safety standards</p> <p>2.2 Documentation of referral in client file.</p> <p>2.3 Documentation of referral in client file.</p> | <p>2.1 Subrecipient Responsibility</p> <p>2.2 Subrecipient Responsibility</p> <p>2.3 Subrecipient Responsibility</p> |
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| <p>2.4 Subrecipient will complete housing inspection for all clients served.</p> | <p>2.4 Completed housing inspection in file.</p> | <p>2.4 Recipient Responsibility</p> |
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| <p>3.0 Personnel Qualifications, Training, and Supervision <i>(Including licensure)</i></p> | | |
| <p>Standard</p> | <p>Measure</p> | <p>Responsibility</p> |

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| <div> <div>4.0 Transition, Discharge, and Case Closure Protocol</div> <div></div> </div> | | |
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| Standard | Measure | Responsibility |
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| <div> <div>5.0 Client Rights and Responsibilities</div> <div></div> </div> | | |
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| Standard | Measure | Responsibility |

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| 5.1 Agency demonstrates input from clients in service design and delivery. | | 5.1 Subrecipient Responsibility |
| 5.2 Clients with language barriers will have access to language appropriate resources and services. | <p>5.1 Any feedback received from client surveys or consumer advisory boards are considered in service delivery.</p> <p>5.2 Staff will have resources available in the primary language used by their clients or will have a contact list for obtaining linguistically appropriate resources and services for their clients.</p> | 5.2 Subrecipient Responsibility |

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| 6.0 Access to Care | | |
| Standard | Measure | Responsibility |
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| 7.0 Grievance Process | | |
| Standard | Measure | Responsibility |
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| 7.1 Grievance policy exists which includes process for documentation of complaints and time frames for resolution. | 7.1 Written grievance policy posted in a visible location and client acknowledgement on file. | 7.1 Subrecipient Responsibility |
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| 8.0 Cultural and Linguistic Competency | | |
| Standard | Measure | Responsibility |
| 8.1 Staff will accommodate the linguistic needs of the clients they serve. | 8.1 Staff will have resources available in the primary language used by their clients or will have a contact list for obtaining linguistically appropriate resources and services for their clients. | 8.1 Subrecipient Responsibility |

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| 9.0 Privacy and Confidentiality (including securing records) | | |
| Standard | Measure | Responsibility |
| 9.1 Private, confidential meeting space available at agency. | 9.1 Review of confidential space at site visit. | 9.1 Subrecipient Responsibility |

