**Ventura County Continuum of Care (CoC):**

**Written Standards**

**for Providing Continuum of Care and Emergency Solutions Grant Assistance**

Written Standards for the following:

1. Permanent Supportive Housing;
2. Rapid Re-Housing;
3. Transitional Housing.

Currently under development:

1. Coordinated Entry;
2. Seasonal shelter;
3. Year-round shelter;
4. Bridge housing; and
5. Homeless prevention
6. **Permanent Supportive Housing**

* Policies and procedures for evaluating individuals’ and families’ eligibility for assistance under this part;
* Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance.
* Policies and procedures for matching eligible applicants with Permanent Supportive Housing (PSH) units.

1. **Eligible clients**

* Individuals and families who meet the HUD definition of chronically homeless are eligible for Permanent Supportive Housing.
* All CoC funded permanent supportive housing beds will be filled with eligible chronically homeless individuals/families through the prioritization process of the Coordinated Entry System (CES).
* All CoC funded permanent supportive housing beds that become vacant will be filled with eligible chronically homeless individuals/families through the prioritization process of the Coordinated Entry System (CES).

1. **Prioritizing Permanent Supportive Housing**

Ventura County Continuum of Care's Coordinated Entry System includes prioritization for Permanent Supportive Housing (PSH) beds. Using the VI-SPDAT to evaluate the severity of service needs and length of time homeless, the CES uses this data to prioritize PSH beds for the most vulnerable chronically homeless persons in the service area.

The CoC has adopted HUD's recommendations below and when presented with two individuals who match for one unit, always using the tie-breaker of matching the individual with the highest medical vulnerability.

HUD’s “Order of Priority in CoC Program-funded Permanent Supportive Housing” is as follows:

* First Priority–Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.
* Second Priority–Chronically Homeless Individuals and Families with the Longest History of Homelessness.
* Third Priority–Chronically Homeless Individuals and Families with the Most Severe Service Needs.
* Fourth Priority–All Other Chronically Homeless Individuals and Families*.*

HUD’s “Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness” is as follows:

* First Priority–Homeless Individuals and Families with a Disability with the Most Severe Service Needs.
* Second Priority–Homeless Individuals and Families with a Disability with a Long Period of Continuous or Episodic Homelessness.
* Third Priority–Homeless Individuals and Families with Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
* Fourth Priority–Homeless Individuals and Families with a Disability Coming from Transitional Housing.

**C. Recipient Recordkeeping Requirements**

All funded agencies will keep record of the following to support following the written standards of the Ventura County CoC.

1. Documentation in HMIS of the VI-SPDAT score of the individual matched for housing.
2. Agency policies and procedures will include use of VI-SPDAT and following the CES protocol for filling vacant PSH beds.

* Written Intake Procedures;
* Verification of client income;
* Verification of residency;
* Verification of annual assessment
* Evidence of Chronically Homeless Status
* Evidence of homeless status
* Evidence of the duration of the homelessness:
* Evidence that the homeless occasion was continuous, for at least one year; or
* Evidence that the household experienced at least four separate homeless occasions over 3 years;
* Evidence of diagnosis with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability.

**E. Written Standards for PSH**

**Written Standard #1:** No Designated Length of Stay

* Program participants are provided housing without a designated length of stay that permits them to live as independently as possible. § 578.3

**Written Standard #2:** Lease Agreement

* The program participant must be the tenant on a lease for a term of at least one year that is renewable and is terminable only for cause. The lease must be renewable for terms that are a minimum of one month long. § 578.77

**Written Standard #3:** Restricted Assistance and Disabilities

* Permanent supportive housing can only provide assistance to individuals with disabilities (including substance abuse) and families in which one adult or child has a disability. § 578.37

**Written Standard #4:** Supportive Services

* Supportive services designed to meet the needs of program participants must be made available to the program participants. § 578.37

**Written Standard #5:** Duration of Supportive Services Assistance

* Supportive services to enable program participants to live as independently as possible must be provided throughout the duration of their residence § 578.53

**Written Standard #6:** One Person per Bedroom

* Two individuals in a shared housing situation must have their own lease and their own bedroom unless the two individuals are presented together as a household (Housing Quality Standards (HQS) under 24 CFR 982.401)

For more information about Housing Quality Standards, please refer to Chapter 10 of the HCVP Guidebook: [www.hud.gov/offices/adm/hudclips/guidebooks/7420.10G/7420g10GUID.pdf](http://www.hud.gov/offices/adm/hudclips/guidebooks/7420.10G/7420g10GUID.pdf).”

**Written Standard #7:** Program Income

* Program income generated from rent and occupancy charges may be collected from program participants and added to funds committed to the project by HUD and used for eligible program activities § 578.97, § 578.49

**Written Standard #8**: Calculating Occupancy Charges and Rent

* if occupancy charges are imposed, they may not exceed the highest of: 1) 30 percent of the family’s monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses); 2) 10 percent of the family’s monthly income; or 3) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family’s actual housing costs) is specifically designated by the agency to meet the family’s housing costs, the portion of the payments that is designated for housing costs. § 578.77

**Written Standard #9**: Examining Program Participant’s Initial Income

* A program participant’s initial income must be examined at least annually to determine the amount of the contribution toward rent payable by the program participant and adjustments to a program participant’s contribution toward the rental payment must be made as changes in income are identified. §578.77

**Written Standard #10**: Verifying Program Participant’s Initial Income

* Each program participant must agree to supply the information or documentation necessary to verify the program participant’s income. §578.77

**Written Standard #11**: Recalculating Occupancy Charges and Rent

* If there is a change in family composition (e.g., birth of a child) or a decrease in the resident’s income during the year, the resident may request an interim reexamination, and the occupancy charge will be adjusted accordingly. § 578.77

**Written Standard #12**: Supportive Services Agreement

* Supportive services must be offered to program participants based on individual needs. Required participation can be part of a specific program model, however, HUD tends to believe that these kind of requirements can be barriers and should be rare and minimal if used as all. § 578.75.

***“****Supportive services are voluntary, but can and should be used to persistently engage tenants to ensure housing stability*- Supportive services are proactively offered to help tenants achieve and maintain housing stability, but tenants are not required to participate in services as a condition of tenancy. Techniques such as harm reduction and motivational interviewing may be useful. Harm reduction techniques can confront and mitigate the harms of drug and alcohol use through non-judgmental communication while motivational interviewing may be useful in helping households acquire and utilize new skills and information.”

**Written Standard #13**: Termination of Assistance

* Assistance may be terminated to a program participant who violates conditions of occupancy by providing a formal process that recognizes the due process of law.
* Continued violation of program requirements may result in termination of services.
* Terminating housing services should be a last resort.

1. **Written Standards for Rapid Rehousing** § 578.7

Types of rapid rehousing assistance include:

* Rental assistance;
* Case management;
* Supportive services;
* Security deposits.

1. **Eligible Clients**

Eligible clients must meet HUD’s Category 1 definition of homelessness which is:

Individuals and families who lack a fixed, regular, and adequate nighttime residence:

* An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, etc.
* An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
* An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Eligible clients must also meet eligibility criteria as defined in the NOFA under which the program was funded.

1. **Prioritizing Rapid Rehousing**

Recently, HUD provided guidance for rapid rehousing in terms of prioritizing subpopulations. HUD noted in a SNAPS In Focus: Rapid Re-Housing As a Model and Best Practice, August 6, 2014, that:

“Rapid re-housing can be effective for many populations, such as families with children, youth aging out of foster care, domestic violence survivors, single adults, and veterans, but should be targeted to those households that would not be able to get out of homelessness without the assistance. It is particularly a key strategy for achieving the Opening Doors goal of ending family, youth, and child homelessness by 2020.

Rapid re-housing should prioritize people with more challenges, including those with no income, poor employment prospects, troubled rental histories, and criminal records. Providers should link participants with community resources that will help them achieve longer-term stability and well-being. Now is the time for communities to be working together to establish written standards for administering rapid re-housing and thinking strategically about how this type of assistance will be used most effectively within the CoC.**”**

Thus, the Ventura CoC has prioritized the following subpopulations:

* families with children;
* youth aging out of foster care;
* domestic violence survivors;
* single adults;
* and veterans

1. **Written Standards**

**Written Standard #1:** Lease Agreement

* The program participant must be the tenant on a lease for a term of at least one year that is renewable and is terminable only for cause. The lease must be renewable for terms that are a minimum of one month long.

**Written Standard #2:** Rental Assistance

* Program participants may receive short-term (up to 3 months) and/or medium-term (for 3 to 24 months) tenant-based rental assistance§ 578.37

**Written Standard #3:** Amount of Rental Assistance § 578.37

* Standards for determining the share of rent and utilities costs that each program participant must pay, if any, will be based on the following guidelines:
  + The maximum amount of rent that a participant will pay can be up to 100% of the rental amount;
  + The maximum percentage of income paid by participants towards rent should generally be no more than 50%. However, in certain circumstances, on a case-by-case basis, there may be participants whose rental share may exceed 50% of the rent based on their financial circumstances. The CoC also recognizes that this can be challenging in a high cost housing market. In general, the goal will be that participants generally pay no more than 50% of their income in rent;
  + 100% of the cost of rent in rental assistance may be provided to program participants. However to maximize the number of households that can be served with rapid re-housing resources, it is expected that the level of subsidy will be based on the goal of providing only what is necessary for each household to be stably housed for the long term;
  + Rental assistance cannot be provided for a unit unless the rent for that unit is at or below the Fair Market Rent limit, established by HUD;
  + The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units.

**Written Standard #4:** Duration of Assistance § 578.37

* Program participants may receive up to 24 months of rental assistance. However, it is expected that program participants will only receive the level of assistance necessary to be stably housed for the long-term.

**Written Standard #5:** Security Deposits including Last Month’s Rent

* Program participants may receive funds for security deposits in an amount not to exceed 2 months of rent. § 578.51

**Written Standard #6:** Receiving Rental Assistance through Other Sources

* Rental assistance cannot be provided to a program participant who is already receiving rental assistance, or living in a housing unit receiving rental assistance or operating assistance through other federal, State, or local sources. § 578.51

**Written Standard #7:** Case Management

* Program participants must meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability. These encounters should be documented in HMIS. § 578.37

**Written Standard #8:** Supportive Services

* Program participants may receive supportive services as set forth in § 578.53 (see Appendix A)

§ 578.37 Program components and uses of assistance (a) (1) (ii) states that

“Continuum of Care funds may provide **supportive services**, as set forth in § 578.53, and/or short-term (up to 3 months) and/or medium-term (for 3 to 24 months) tenant-based rental assistance, as set forth in § 578.51(c), as necessary to help a homeless individual or family, with or without disabilities, move as quickly as possible into permanent housing and achieve stability in that housing.”

**Written Standard #9:** Duration of Supportive Services § 578.37

* Program participants may receive supportive services for no longer than 6 months after rental assistance stops

**Written Standard #10:** Re-evaluation § 578.37

* Program participants must be re-evaluated, not less than once annually, in order to determine whether program participants lack sufficient resources and support networks necessary to retain housing without CoC assistance. The types and amounts of assistance that the program participant needs to retain housing will be documented in the participant’s case file.

1. **Determining Written Standards for Transitional Housing**
2. **Eligible Clients**

Eligible clients must meet HUD’s Category 1 definition of homelessness which is:

Individuals and families who lack a fixed, regular, and adequate nighttime residence:

* An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, etc.
* An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
* An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Eligible clients must also meet eligibility criteria as defined in the NOFA under which the program was funded.

* Chronically homeless individuals should not be served with transitional housing unless there is a clear plan to exit them to permanent housing that is not a CoC funded PSH project requiring chronically homeless individuals to fill those beds.

1. **Prioritizing Transitional Housing**

Domestic violence survivors and youth ages 18 – 24 will be prioritized for transitional housing if they are not assessed as chronically homeless.[[1]](#footnote-1) All chronically homeless individuals and families will not be served through transitional housing.[[2]](#footnote-2) Such households will be served by permanent supportive housing through a Housing First approach. Also, eligible single veterans and veterans with families, will be served by permanent supportive housing through the HUD VASH voucher program or the Supportive Services for Veteran Families program.

1. **Written Standards**

**Written Standard #1: Duration of Assistance and Lease agreement**

The program participant must have a lease or occupancy agreement for a term of at least one month that ends in 24 months and cannot be extended” unless a “homeless individual or family may remain in transitional housing for a period longer than 24 months, if permanent housing for the individual or family has not been located or if the individual or family requires additional time to prepare for independent living” as noted in § 578.79

**Written Standard #2: Renewal of Lease Agreement**

The lease with program participant “must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months.” § 578.37

**Written Standard #3: Eligible costs**

In order to facilitate the movement of program participants to PH within 24 months of entering TH, grant funds may be used for all of the following activities: acquisition, rehabilitation, new construction, leasing, rental assistance, operating costs, and supportive services. § 578.53

**Written Standard #4: Supportive Services**

Supportive services must be made available to program participants “throughout the duration of their residence” and such services “may also be provided to former residents of transitional housing and current residents of permanent housing who were homeless in the prior 6 months, for no more than 6 months after leaving transitional housing or homelessness, respectively, to assist their adjustment to independent living.”

**Written Standard #5: Occupancy Charges**

Recipients and subrecipients of funding for transitional housing “are not required to impose occupancy charges on program participants as a condition of residing” in transitional housing. “However, if occupancy charges are imposed, they may not exceed the highest of:

(1) 30 percent of the family’s monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

(2) 10 percent of the family’s monthly income; or

(3) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family’s actual housing costs) is specifically designated by the agency to meet the family’s housing costs, the portion of the payments that is designated for housing costs.

(4) Income. Income must be calculated in accordance with 24 CFR 5.609 and 24 CFR 5.611(a). Recipients and subrecipients must examine a program participant’s income initially, and if there is a change in family composition (e.g., birth of a child) or a decrease in the resident’s income during the year, the resident may request an interim reexamination, and the occupancy charge will be adjusted accordingly.

**Written Standard #6: Discontinuation of Services**

Assistance for a transitional housing project may be discontinued “if more than half of the homeless individuals or families remain in that project longer than 24 months.”

**Appendix A: Supportive Services**

**§ 578.53 Supportive services**.

(a) In general. Grant funds may be used to pay the eligible costs of supportive services that address the special needs of the program participants. If the supportive services are provided in a supportive service facility not contained in a housing structure, the costs of day-to-day operation of the supportive service facility, including maintenance, repair, building security, furniture, utilities, and equipment are eligible as a supportive service.

(1) Supportive services must be necessary to assist program participants obtain and maintain housing.

(2) Recipients and subrecipients shall conduct an annual assessment of the service needs of the program participants and should adjust services accordingly.

(b) Duration.

(1) For a transitional housing project, supportive services must be made available to residents throughout the duration of their residence in the project.

(2) Permanent supportive housing projects must provide supportive services for the residents to enable them to live as independently as is practicable throughout the duration of their residence in the project.

(3) Services may also be provided to former residents of transitional housing and current residents of permanent housing who were homeless in the prior 6 months, for no more than 6 months after leaving transitional housing or homelessness, respectively, to assist their adjustment to independent living.

(4) Rapid rehousing projects must require the program participant to meet with a case manager not less than once per month as set forth in § 578.37(a)(1)(ii)(F), to assist the program participant in maintaining long-term housing stability.

(c) Special populations. All eligible costs are eligible to the same extent for program participants who are unaccompanied homeless youth; persons living with HIV/AIDS; and victims of domestic violence, dating violence, sexual assault, or stalking.

(d) Ineligible costs. Any cost that is not described as an eligible cost under this section is not an eligible cost of providing supportive services using Continuum of Care program funds. Staff training and the costs of obtaining professional licenses or certifications needed to provide supportive services are not eligible costs.

(e) Eligible costs.

(1) Annual Assessment of Service Needs. The costs of the assessment required by § 578.53(a)(2) are eligible costs.

(2) Assistance with moving costs. Reasonable one-time moving costs are eligible and include truck rental and hiring a moving company.

(3) Case management. The costs of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant(s) are eligible costs. Component services and activities consist of:

(i) Counseling;

(ii) Developing, securing, and coordinating services;

(iii) Using the centralized or coordinated assessment system as required under § 578.23(c)(9).

(iv) Obtaining federal, State, and local benefits;

(v) Monitoring and evaluating program participant progress;

(vi) Providing information and referrals to other providers;

(vii) Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking; and

(viii) Developing an individualized housing and service plan, including planning a path to permanent housing stability.

(4) Child care. The costs of establishing and operating child care, and providing child-care vouchers, for children from families experiencing homelessness, including providing meals and snacks, and comprehensive and coordinated developmental activities, are eligible.

(i) The children must be under the age of 13, unless they are disabled children.

(ii) Disabled children must be under the age of 18.

(iii) The child-care center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.

(5) Education services. The costs of improving knowledge and basic educational skills are eligible.

(i) Services include instruction or training in consumer education, health education, substance abuse prevention, literacy, English as a Second Language, and General Educational Development (GED).

(ii) Component services or activities are screening, assessment and testing; individual or group instruction; tutoring; provision of books, supplies, and instructional material; counseling; and referral to community resources.

(6) Employment assistance and job training. The costs of establishing and operating employment assistance and job training programs are eligible, including classroom, online and/or computer instruction, on-the-job instruction, services that assist individuals in securing employment, acquiring learning skills, and/or increasing earning potential. The cost of providing reasonable stipends to program participants in employment assistance and job training programs is also an eligible cost.

(i) Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates.

(ii) Services that assist individuals in securing employment consist of:

(A) Employment screening, assessment, or testing;

(B) Structured job skills and job-seeking skills;

(C) Special training and tutoring, including literacy training and pre-vocational training;

(D) Books and instructional material;

(E) Counseling or job coaching; and

(F) Referral to community resources.

(7) Food. The cost of providing meals or groceries to program participants is eligible.

(8) Housing search and counseling services. Costs of assisting eligible program participants to locate, obtain, and retain suitable housing are eligible.

(i) Component services or activities are tenant counseling; assisting individuals and families to understand leases; securing utilities; and making moving arrangements.

(ii) Other eligible costs are:

(A) Mediation with property owners and landlords on behalf of eligible program participants;

(B) Credit counseling, accessing a free personal credit report, and resolving personal credit issues; and

(C) The payment of rental application fees.

(9) Legal services. Eligible costs are the fees charged by licensed attorneys and by person(s) under the supervision of licensed attorneys, for advice and representation in matters that interfere with the homeless individual or family’s ability to obtain and retain housing.

(i) Eligible subject matters are child support; guardianship; paternity; emancipation; legal separation; orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking; appeal of veterans and public benefit claim denials; landlord tenant disputes; and the resolution of outstanding criminal warrants.

(ii) Component services or activities may include receiving and preparing cases for trial, provision of legal advice, representation at hearings, and counseling.

(iii) Fees based on the actual service performed (i.e., fee for service) are also eligible, but only if the cost would be less than the cost of hourly fees. Filing fees and other necessary court costs are also eligible. If the subrecipient is a legal services provider and performs the services itself, the eligible costs are the subrecipient’s employees’ salaries and other costs necessary to perform the services.

(iv) Legal services for immigration and citizenship matters and issues related to mortgages and homeownership are ineligible. Retainer fee arrangements and contingency fee arrangements are ineligible.

(10) Life skills training. The costs of teaching critical life management skills that may never have been learned or have been lost during the course of physical or mental illness, domestic violence, substance abuse, and homelessness are eligible. These services must be necessary to assist the program participant to function independently in the community. Component life skills training are the budgeting of resources and money

management, household management, conflict management, shopping for food and other needed items, nutrition, the use of public transportation, and parent training.

(11) Mental health services. Eligible costs are the direct outpatient treatment of mental health conditions that are provided by licensed professionals. Component services are crisis interventions; counseling; individual, family, or group therapy sessions; the prescription of psychotropic medications or explanations about the use and management of medications; and combinations of therapeutic approaches to address multiple problems.

(12) Outpatient health services. Eligible costs are the direct outpatient treatment of medical conditions when provided by licensed medical professionals including:

(i) Providing an analysis or assessment of an individual’s health problems and the development of a treatment plan;

(ii) Assisting individuals to understand their health needs;

(iii) Providing directly or assisting individuals to obtain and utilize appropriate medical treatment;

(iv) Preventive medical care and health maintenance services, including in-home health services and emergency medical services;

(v) Provision of appropriate medication;

(vi) Providing follow-up services; and

(vii) Preventive and non-cosmetic dental care.

(13) Outreach services. The costs of activities to engage persons for the purpose of providing immediate support and intervention, as well as identifying potential program participants, are eligible.

(i) Eligible costs include the outreach worker’s transportation costs and a cell phone to be used by the individual performing the outreach.

(ii) Component activities and services consist of: initial assessment; crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; actively connecting and providing people with information and referrals to homeless and mainstream programs; and publicizing the availability of the housing and/or services provided within the geographic area covered by the Continuum of Care.

(14) Substance abuse treatment services. The costs of program participant intake and assessment, outpatient treatment, group and individual counseling, and drug testing are eligible. Inpatient detoxification and other inpatient drug or alcohol treatment are ineligible.

(15) Transportation. Eligible costs are:

(i) the costs of program participant’s travel on public transportation or in a vehicle provided by the recipient or subrecipient to and from medical care, employment,

child care, or other services eligible under this section.

(ii) Mileage allowance for service workers to visit program participants and to carry out housing quality inspections;

(iii) The cost of purchasing or leasing a vehicle in which staff transports program participants and/or staff serving program participants;

(iv) The cost of gas, insurance, taxes, and maintenance for the vehicle;

(v) The costs of recipient or subrecipient staff to accompany or assist program participants to utilize public transportation; and

(vi) If public transportation options are not sufficient within the area, the recipient may make a one-time payment on behalf of a program participant needing car repairs or maintenance required to operate a personal vehicle, subject to the following:

(A) Payments for car repairs or maintenance on behalf of the program participant may not exceed 10 percent of the Blue Book value of the vehicle (Blue Book refers to the guidebook that compiles and quotes prices for new and used automobiles and other vehicles of all makes, models, and types);

(B) Payments for car repairs or maintenance must be paid by the recipient or subrecipient directly to the third party that repairs or maintains the car; and

(C) The recipients or subrecipients may require program participants to share in the cost of car repairs or maintenance as a condition of receiving assistance with car repairs or maintenance.

(16) Utility deposits. This form of assistance consists of paying for utility deposits. Utility deposits must be a one-time fee, paid to utility companies.

(17) Direct provision of services. If the a service described in paragraphs (e)(1) through (e)(16) of this section is being directly delivered by the recipient or subrecipient, eligible costs for those services also include:

(i) The costs of labor or supplies, and materials incurred by the recipient or subrecipient in directly providing supportive services to program participants; and

(ii) The salary and benefit packages of the recipient and subrecipient staff who directly deliver the services.

1. In the HEARTH Act, chronically homeless is defined as (1) An individual who: (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and (iii) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; (2) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless. [↑](#footnote-ref-1)
2. Chronically homeless households are no longer considered chronically homeless once they become residents of transitional housing programs. As a result, such households are no longer eligible for permanent supportive housing programs that are restricted to serve only chronically homeless households. In addition, HUD strongly encourages permeant supportive housing providers to fill vacant beds with chronically homeless households. [↑](#footnote-ref-2)