



This glossary will serve as a resource to assist you in determining the various services listed in Osniun as defined by the funder. This is meant to serve as a tool to help organize service definitions in one location. It is still important to further review any instructions or definitions provided by your funder regarding reporting requirements as they shift periodically. This glossary is not meant to be advisory in nature and each agency will still want to report client information to grants according to your internal policies and the specific guidance provided by each applicable funder.

Should you want additional information, please visit [Creating Safer Spaces](#) or email [datatx@tcfv.org](mailto:datatx@tcfv.org).

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## Funder: Texas State Health and Human Services Commission (HHSC)

Find the most updated Data Element Guide, and other HHSC Guidance at our [Creating Safer Spaces Website](#) (pw: Survivor1) or reach out to your contract manager. . *Please keep in mind how the service is provided has been updated to allow for flexibility during the COVID-19 pandemic. This guide may not reflect the most up to date guidance from your contract manager.*

- **Overnight Stay for Youth:** This service should be reported when you have a child client who is staying overnight away from your shelter due to visitation, social visit with friends and/or family or any other reason and can only be reported in-person (face-to-face). This service cannot be used more than 2 consecutive nights, no more than twice a month. Accepted funding type for this service include: HHSC Shelter, HHSC Shelter A, and HHSC Satellite.
- **Family Violence Option:** This service should be reported when providing a client with a Family Violence Option (Good Cause) form or a Family Violence Exemption and can be done in-person, through face-to-face technology, or over-the-phone. Please refer to the Emergency Orientation policy guidance for more information on how to report clients who only receive this service. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite, HHSC EIF and HHSC SNRP.
- **Emergency Orientation:** This service should be reported when providing a client an Emergency Orientation during a one-time critical assistance service, such as at the hospital, court, or for a hotel stay and can be done in-person, through face-to-face technology, or over-the-phone. Staff person must complete and retain an HHSC Emergency Proof of Orientation Form. Please refer to the **HHSC Emergency Orientation Policy Guidance** for more information on what constitutes an emergency orientation, as well as **Appendix II - July 2020 Updated Telephone Services Policy Guidance** for counting this service over-the-phone. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential and HHSC Satellite.
- **Educational Arrangement for Children:** This service should be reported when providing services that result in a resident or nonresident child being in compliance with the compulsory attendance requirements found in the Education Code. Examples include providing clothing or supplies for school, conferring with schoolteachers or administrators. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential and HHSC Satellite.
- **Child Services:** This service should be reported when providing services to a child resident that includes activities such as; structured arts and crafts activities and/or non-counseling, information activities provided by a trained staff person or a volunteer. This service also may include child care for nonresidential clients when the child's parent is receiving a family violence service or when child care services are provided for current family violence clients by the center's licensed or permitted HHSC child care facility. If the center contracts with a non-HHSC approved subcontractor, then the service can only be counted as a one-time referral. If transportation to the service is provided, each round trip can count as a Transportation service. If a parent resident is accompanying a child for any of the identified child services, record the service as a crisis intervention service for the parent. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.

- **Child Recreation or Social Group:** This service should be reported when providing a child client with group social activities such as; daycare programming, after-school programming, arts and crafts, special outings or other non-counseling information group activities. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Transportation:** This service should be reported when providing a client with transportation and/or transportation assistance such as; arranging transportation to and from emergency medical facilities for shelter residents and nonresidents and/or from a safe place to the shelter for persons being considered for acceptance as residents of the shelter and who are located within the shelter's service area. This also includes non-emergency transportation for the adult/child resident, nonresident or program participant to a single destination or to a series of destinations in a single trip. Transportation can include staff providing or arranging clients' transportation to court, place of employment and other appointments. Transportation service also includes the provisioning of bus passes or taxi fares. Rideshare companies like Uber and Lyft may also be utilized for a transportation service. However, please make sure your agency is aware of the safety and background check policies the company has since some do not have as strict requirements as taxi companies. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Medical Care:** This service should be reported when providing a client with assistance in responding to any urgent medical situations for the adult/child residents, nonresidents or program participants accessing shelter center services. This also can include basic first aid, arranging for non-emergency professional medical services for adult/child residents, nonresidents, or program participants, or obtaining prescription or nonprescription medication for the victim's self-administration. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Medical Accompaniment:** This service should be reported when accompanying a domestic violence victim to, or meeting a victim at a hospital, clinic, or medical office. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Enter Shelter:** This service should be reported when all clients (including children) enters emergency shelter for services and can only be reported in-person (face-to-face). Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Exit Shelter:** This service should be reported when all clients (including children) exits emergency shelter for services and can only be reported in-person (face-to-face). Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Intervention Services:** This service should be reported when providing a client (including children) intervention services such as; safety planning, understanding and support, advocacy, case management, and dating violence services, to victims of family violence. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services

within the previous 12 months. Non-client hotline calls cannot be counted under this service. Please see **Appendix II - July 2020 Updated Telephone Services Policy Guidance** for more information. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.

- **Information and Referral-Community Services:** This service should be reported when providing a client with information and referrals about existing community resources, including but not limited to the following: medical care providers, legal assistance providers, protective and regulatory services, resource assistance, public assistance, counseling and treatment services, children's services, and any other appropriate family violence services. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Non-client hotline calls cannot be counted under this service. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Information and Referral-Employment:** This service should be reported when providing a client with information and referrals about employment training and employment opportunities, either directly or through formal arrangements with other agencies. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Non-client hotline calls cannot be counted under this service. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Legal Assistance:** This service should be reported when providing a client with legal assistance including; identifying individual legal needs, legal rights and options, and providing support and accompaniment (including court accompaniments) in their pursuit of those options. Legal Assistance can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Support Groups:** This service should be reported when providing a client with support groups related to family violence led by trained staff, survivors, or volunteers covering educational material or issues brought up by the group. Support groups may be gender, population and/or age specific. Support groups may be open-ended or closed, time specific or on-going. Weekly support groups must be provided, but attendance cannot be mandated. The shelter center's adult support groups may include recreational and/or social activities. These services can be done in-person, through face-to-face technology, or over-the-phone with an established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.
- **Orientation:** This service should be reported one-time per client when providing introductions to the organization by a trained staff. This service should be provided in person or through face-to-face technology; however, it can be provided over the phone in certain circumstances as a last-resort option. Please see **Appendix II - July 2020 Updated Telephone Services Policy Guidance** for more information. Accepted funding sources for this service include: HHSC Shelter, HHSC Shelter A, HHSC Non-Residential, HHSC Satellite, and HHSC SNRP.
- **Counseling/Therapy:** This service should be reported when providing a client (including children) with the use of therapeutic methods of treatment and/or one-on-one support delivered by a trained staff or a volunteer. This includes professional counseling, peer therapy, group therapy and any other form of therapeutic treatment. Counseling can be counted if in person, through face-to-face technology, or over the telephone with an

established client who has had an intake or has received continued services within the previous 12 months. Accepted funding sources for this service include: HHSC Shelter, HHSC Non-Residential, HHSC Satellite and HHSC SNRP.

### HHSC Exceptional Item Funding (EIF) Services

- **EIF-Legal Services-Protective Orders:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in obtaining a protective order as outlined in your EIF project. These services can be provided by a specialized legal representative in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Divorce:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in obtaining or navigating a divorce, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Child Custody:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in a child custody case, or any related navigation or modification thereof, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Child Support:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in obtaining child support, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Child Visitation:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client assistance with the legal aspects of arranging or modifying child visitation, or representation in a child custody case, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Child Protective Services:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in a child protective services case that goes beyond the standard work of a DFPS liaison, as outlined in your EIF project. The service should be counted for the parent or an unaccompanied minor. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Immigration:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in an immigration issue, proceeding, application, case, or other assistance,

as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.

- **EIF-Legal Services-Housing:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in a case involving housing issues, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Financial:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in a case involving financial issues (such as filing for bankruptcy, assistance getting credit card debt resolved, or other fees waived, etc.), as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Legal Services-Other:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance or representation in a case not involving protective orders, divorce, child custody, child support, child visitation, child protective services, immigration, housing, or financial issues, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only. Legal advocacy is not allowable under this service category.
- **EIF-Economic Stability-Housing Assistance:** This service can only be used by organizations who have an HHSC Economic Stability EIF contract. The service will be reported when providing an EIF client with financial housing assistance and case management to provide financial housing assistance, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.
- **EIF-Economic Stability-Educational Assistance:** This service can only be used by organizations who have an HHSC Economic Stability EIF contract. The service will be reported when providing an EIF client with educational assistance, and resources related to educational assistance, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.
- **EIF-Economic Stability-Employment Assistance:** This service can only be used by organizations who have an HHSC Economic Stability EIF contract. The service will be reported when providing an EIF client with employment assistance, and resources related to employment assistance, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.
- **EIF-Economic Stability-Childcare/Ancillary Support:** This service can only be used by organizations who have an HHSC Economic Stability EIF contract. The service will be reported when providing an EIF client with child care assistance and/or ancillary supports, as outlined in your EIF project. This may be provided in-house, or through a contractor. The service should be counted for the parent client when the program interacts

with the organization regarding childcare, and for the child each day that they attend childcare. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.

- **EIF-Economic Stability-Other:** This service can only be used by organizations who have an HHSC Legal Services EIF contract. The service will be reported when providing an EIF client with assistance that does not fall within housing assistance, educational assistance, employment assistance and/or childcare and ancillary supports, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.
- **EIF-Mental Health-Counseling:** This service can only be used by organizations who have an HHSC Mental Health EIF contract. The service will be reported when providing an EIF client with professional counseling or counseling related activities, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.
- **EIF-Mental Health-Other:** This service can only be used by organizations who have an HHSC Mental Health EIF contract. The service will be reported when providing an EIF client with any mental health service that is not professional counseling, as outlined in your EIF project. These services can be provided in-person, through face-to-face technology, or over-the-phone. Accepted funding sources for this service include: HHSC EIF only.

## Funder: Texas Office of the Governor, Criminal Justice Division

### Federal Office on Violence against Women (OVW) VAWA Definitions

Find the forms and instructions [here](#).

- **Civil legal advocacy/court accompaniment:** Assisting a victim/survivor with civil legal issues, including preparing paperwork for protection orders; accompanying a victim/survivor to a protection order hearing, or other civil proceeding; and all other advocacy within the civil justice system. This also includes accompanying a victim/survivor to an administrative hearing, such as unemployment, Social Security, TANF, or food stamp hearing. If provided by an attorney or paralegal, enter under legal services.
- **Counseling services/support group:** Individual or group counseling or support provided by a volunteer, peer, or professional.
- **Criminal justice advocacy/court accompaniment:** Assisting a victim/survivor with criminal legal issues including notifying the victim/survivor of case status, hearing dates, plea agreements, and sentencing terms; preparing paperwork such as victim impact statements; accompanying a victim/survivor to a criminal court proceeding or law enforcement interview; and all other advocacy within the criminal justice system. If provided by an attorney or paralegal, enter under legal services.
- **Crisis intervention:** Process by which a person identifies, assesses, and intervenes with an individual in crisis so as to restore balance and reduce the effects of the crisis in her/his life. In this category, report crisis intervention that occurs in person and/or over the telephone.
- **Forensic exam:** A medical examination to collect and document evidence, evaluate and treat STDs and pregnancy, and refer victims/survivors to follow-up or medical care or counseling. Does not include accompanying the victim/survivor to a hospital, clinic, or medical office.
- **Hospital/clinic/medical response:** Accompanying a victim/survivor to, or meeting a victim/survivor at, a hospital, clinic, or medical office.

- **Language services:** Provision of interpretation and/or translation.
- **Transportation:** Provision of transportation, either directly or through bus passes, taxi fares, or other means of transportation.
- **Victim/survivor advocacy:** Actions designed to help the victim/survivor obtain needed resources or services including employment, housing, shelter services, health care, victim's compensation, etc.
- **Hotline support, information, and referral** (Report the number of hotline requests received from primary victims, and the total number of hotline requests received, on phone lines paid for with STOP Program funds or answered by STOP Program funded staff, during the current reporting period. Primary victims whose requests are reported here should not be reported as victims served in question 29 unless they also received at least one of the services listed in question 36a Victim Services or question 36b Shelter Services. Victims/survivors who receive services such as crisis intervention or victim advocacy, in addition to basic hotline information and/or referrals, should also be reported in question 36a. Hotline requests that include victim advocacy or crisis intervention services are those that require more time than average and involve a more intensive focus on the immediate needs and situation of the victim.
- **Protection orders:** Report the total number of temporary and/or final protection orders requested and granted for which STOP Program-funded victim services staff provided assistance to victims/survivors during the current reporting period. These orders may also be referred to as protection from abuse, protection from harassment or anti-harassment orders, restraining orders, or no-contact or stay-away orders. *If STOP Program-funded attorneys or paralegals assisted victims/survivors in obtaining protection orders, report those under legal services.*

#### Federal Office for Victim of Crime (OVC) VOCA Definitions

More information about these federal definitions can be found in the [OVC Dictionary and Terminology Resource Guide](#) or other [VOCA resources](#).

#### **A. Information & Referral Services**

- **Information about the criminal justice process:** Informing victims about the criminal justice system and process could include information on how to file a police report, request a protective order, or how a case might progress through the legal system. This service includes explanation of legal terminology. In addition, this includes post-sentencing services and information regarding assistance with property return.
- **Information about victim rights, how to obtain notification, etc.:** Informing the victim about the existence of the Federal Crime Victim Rights Act (2004), state laws regarding victim rights, state victim compensation programs, and/or the Victim Notification System.
- **Referral to other victim service programs:** Referring victims to other victim service providers if their specific agency lacks capacity to provide needed support. This could also occur if another agency is better able to provide the type of service needed, developmentally or culturally appropriate services, or services that correlate with the offense experienced.
- **Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.):** Referring a victim to other services to meet a victim's needs. Includes assessment of service needs and provisions of referrals or providing victims with information and contacts to obtain services on their own.



## **B. Personal Advocacy/Accompaniment**

- **Victim Advocacy/Accompaniment to Emergency Medical Care:** Coordinating/helping a victim to obtain emergency medical care. This includes emotional and/or physical support during care.
- **Victim Advocacy/Accompaniment to Medical Forensic Exam:** Coordinating/helping a victim to obtain a forensic interview or medical forensic exam. Includes emotional and/or physical support during forensic interviews or medical forensic exam.
- **Law Enforcement Interview Advocacy/Accompaniment:** Coordinating and/or helping a victim prepare for an interview with law enforcement. This includes emotional and/or physical support during interviews with law enforcement. NOTE: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.
- **Individual Advocacy (e.g., assistance in applying for public benefits, return of personal property or effects):** Helping a victim access needed services (beyond providing information or a referral). This may include assistance recovering property collected as evidence, assistance managing practical issues created by the victimization, accompanying the victim to appointments with social services.
- **Performance of Medical or Nonmedical Forensic Exam or Interview, or Medical Evidence Collection:** Performing/conducting a forensic exam, interview, or medical evidence collection in accordance with any requirements or guidelines identified by the applicable jurisdiction. Individuals performing the exams, interviews, or medical evidence collection should be trained to conduct these activities in a trauma-informed and developmentally and culturally appropriate manner.
- **Immigration Assistance (e.g., special visas, continued presence application, and other immigration relief):** Providing assistance for refugee and immigrant victims with specific immigration issues.
- **Intervention with Employer, Creditor, Landlord, or Academic Institution:** Advocating for a victim to secure rights, remedies, and services from non-criminal justice system providers on behalf of a victim. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords on behalf of the victim. This also includes advocacy to help the victim maintain financial and/or academic stability in the aftermath of a victimization.
- **Child or Dependent Care Assistance (includes coordination of services):** Coordinating and/or providing child care so that a victim may participate in the criminal justice process or other public proceedings arising from the crime or attend victim service appointments or counseling sessions.
- **Transportation Assistance (includes coordination of services):** Coordinating and/or providing transportation service so that a victim may attend court hearings or medical appointments, or access agency services. Staff members transporting victims, taxis or rideshare (Uber, Lyft, etc.), and public transportation are included.

- **Interpreter Services:** Providing communication services for victims that have a limited English proficiency or a disability that affects their ability to communicate. This includes translating, using sign language, or providing braille. In addition, this includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service.

### Emotional Support/Safety Services

- **Crisis Intervention (in-person, includes safety planning, etc.):** Communicating among professionals and victims regarding activities resulting from the victimization. This includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.
- **Hotline/Crisis Line Counseling:** Providing live hotline services by trained professionals or volunteers. Services may be provided via telephone, instant messaging, mobile application, or website contact; individuals may be identified or may be anonymous contacts. *This option is included in the call types on the hotline page.*
- **On-scene Crisis Response (e.g., community crisis response):** Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.
- **Individual Counseling:** Providing psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members. This service must be provided by a person who meet professional standards to provide these services in the jurisdiction in which the care is administered.
- **Support Groups (facilitated or peer):** Providing or facilitating supportive group activities led by staff or peer. This can include group counseling sessions, peer support groups, or other groups that bring victims together to aid in the healing process.
- **Other Therapy (traditional, cultural or alternative healing; art, writing or play therapy, etc.):** Providing therapy (not covered in the individual counseling or support group categories above) to improve and promote healing that responds to the emotional, social, financial, or physical needs of the victim. Must be based on targeted needs of individual victim and be provided by the agency.
- **Emergency Financial Assistance:** Providing cash outlays for food, clothing, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. Emergency financial assistance may also include emergency loans, payments for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment, and other similar items allowable under program guidelines.

### Shelter/Housing Services

- **Emergency Shelter or Safe House:** Providing emergency short-term shelter to individuals and families following victimization.
- **Transitional Housing:** Providing temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need more time to stabilize themselves before living independently. Note: Referrals to transitional housing should be counted under section A, Information and Referral.

- **Relocation Assistance (includes assistance with obtaining housing):** Coordinating assistance with rental expenses, utility deposits, security deposits, and/or moving fees. This includes assistance locating long-term housing for the victim, regardless of distance, based on safety needs.

### Criminal/Civil Justice System Assistance

- **Notification of Criminal Justice Events (e.g., case status, arrest, court proceedings, case disposition, release, etc.):** Communicating with victims to notify them of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc. This includes assisting victims in contacting probation/parole offices, community supervision, department of corrections, etc. to get information of any changes in the convicted defendant's status.
- **Victim Impact Statement Assistance:** Assisting victim to prepare an impact statement, and assistance on receiving and submitting their statement. This also includes preparing supporting letters, registering for impact panels, facilitating participation in clemency hearings, etc.
- **Assistance with Restitution:** Assisting victims in requesting restitution when collection efforts are not successful.
- **Civil Legal Assistance in Obtaining Protection or Restraining Order:** Advising and/or assisting a victim in obtaining a protection/restraining order as well as follow-up hearings associated with finalizing such order.
- **Civil Legal Assistance with Family Law Issues:** Assisting with custody and visitation support, or other family law issues.
- **Other Emergency Justice-Related Assistance:** Providing legal assistance that cannot be classified as another type of service in this category.
- **Immigration Assistance:** Providing assistance for refugee and immigrant victims with specific immigration issues such as obtaining a visa.
- **Prosecution Interview Advocacy/Accompaniment (includes accompaniment with prosecuting attorney and with victim/witness):** Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation.
- **Law Enforcement Interview Advocacy/Accompaniment:** Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement. Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.
- **Criminal Advocacy/Accompaniment:** Providing support, assistance, accompaniment and/or advocacy to victims at any stage of the criminal justice process. This includes filing an initial police report, testimony, post-sentencing services, and support.
- **Other Legal Advice and/or Counseling:** Providing legal advice not captured in the above categories. This could include converting ex-parte protection order to permanent orders, eviction or adversary employment actions arising from the victimization, or responding to requests for records by the courts. Civil matters related to the victimization are also included (custody, dependency, juvenile court actions, etc.).

## State Performance Measures

These measures are based on the activities chosen in your grant application. They differ depending on the funding year of your grant. Best practice is to collect all services within the federal definitions, then align to the best of your ability to your output measures. Your federal and state reporting should mirror each other as much as possible.

If you have questions, please reach out to [datatx@tcfv.org](mailto:datatx@tcfv.org)

## Sexual Assault Services Program (SASP)

Find more information about SASP federal reporting [here](#).

- **Civil Legal Advocacy/Court Accompaniment** - Assisting a victim/survivor with civil legal issues, including preparing paperwork for a protection order and accompanying a victim/survivor to a protection order hearing, administrative hearing, or other civil court proceeding. Does not include advocacy by attorneys and/or paralegals.
- **Counseling Services/Support Group** - Short-term individual or group counseling or support provided by a volunteer, peer, or professional.
- **Criminal Justice Advocacy/Court Accompaniment** - Assisting a victim/survivor with criminal legal issues including notifying the victim/survivor of case status, hearing dates, plea agreements, and sentencing terms; preparing paperwork such as victim impact statements; accompanying a victim/survivor to a criminal court proceeding or law enforcement interview; advocacy with probation/parole/corrections; supporting victims/survivors through sex offender management process; and all other advocacy within the criminal justice system.
- **Crisis Intervention** - Process by which a person identifies, assesses, and intervenes with an individual in crisis so as to restore balance and reduce the effects of the crisis in her/his life. In this category, report crisis intervention that occurs in person and/or over the telephone.
- **Employment Counseling** - Actions designed to assist a victim/survivor in obtaining employment, e.g., coaching on career options, skills training, job searches, resume-writing, marketing, job interviews, and preservation of employment.
- **Financial Counseling** - Actions designed to assist a victim/survivor with issues related to improving credit, retiring debt, setting up bank accounts, managing household finances, negotiating with lenders or landlords, developing budgets, managing financial assets, making major purchases such as a home or auto, filing tax returns.
- **Hospital/Clinic/Medical Response** - Accompanying a victim/survivor to, or meeting a victim/survivor at, a hospital, clinic, or medical office.
- **Job Training** - Providing training in specific employment-related skills to a victim/survivor, e.g., on computer literacy.
- **Language Services** - Provision of interpretation and/or translation.
- **Material Assistance** - Providing victims/survivors with clothing, food, personal items, etc.
- **Transportation** - Provision of transportation, either directly or through bus passes, taxi fares, or other means of transportation

- **Victim/Survivor Advocacy** - Actions designed to help the victim/survivor obtain needed resources or services including employment, housing, shelter services, health care, victim's compensation, etc.

## Funder: Office of the Attorney General (OAG)

### Other Victim Assistance Grant (OVAG)

Find output definitions and more information in the application kit for FY20/21 found [here](#).

- **Accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts:** Accompaniment to provide in-person support, assistance and provision of information about crime victims' rights during the survivors' interaction with medical or criminal justice professionals at hospitals, law enforcement offices, prosecutors' offices and courts. To qualify as an Accompaniment to a Hospital, a minimum of 45 minutes must be spent with the survivor. *Osniium note: these are separated as three different services, but all are reported in one service category to the funder.*
- **Advocacy:** in-person or via telecommunication assistance provided on behalf of a victim to third parties (e.g., schools, employers, law enforcement agencies, housing authorities, health care professionals, prosecutors; offices, CVC).
- **Assistance with Crime Victims' Compensation:** Assistance provided to a victim or claimant, as defined by Texas Code of Criminal Procedure Articles 56.32 (a) (2) and 56.32 (a) (11), that may include explaining Crime Victims' Compensation (CVC) forms, processes, or completing the appropriate forms. Providing general information on CVC should be counted under "Information and Referral."
- **Assistance with Texas Statewide Automated Victim Notification Service (SAVNS) :** Assistance provided to a victim explaining Texas SAVNS and/or registering or accessing information. Providing general information on Texas SAVNS should be counted under "Information and Referral."
- **Assistance with Restitution:** At a minimum, those duties required under Texas Code of Criminal Procedure, Articles 56.02, 56.04, and 56.08, which include notice of right to restitution and a written notification of the general restitution process within 10 days after the date that an indictment or information is returned against a defendant. Assistance with Restitution may also include assisting victims with calculating losses; gathering documentation/receipts; reviewing victim impact statements for potential restitution requests; contacting CVC to determine if funds have been expended on victim's behalf; and providing restitution information and CVC reimbursement requests for the prosecution.
- **Assistance with Victim Impact Panels:** Assistance provided to a victim to prepare a victim to present on a Victim Impact Panel.
- **Assistance with Victim Impact Statements:** Assistance provided to a victim explaining the Victim Impact Statement identified in Article 56.03 Code of Criminal Procedure and/or completing the appropriate forms. Providing general information on Victim Impact Statements should be counted under "Information and Referral".
- **Crisis Intervention:** In person or via telecommunication assistance provided to a victim to reduce acute distress, to begin stabilization and to assist in determining next steps.
- **Education:** For purposes of this grant includes the following:

- Outreach: includes but is not limited to public speeches, information booths, media interviews, public service announcements, newsletters, articles, editorials, and website visits conducted for the purpose of generally informing the public about crime related topics and available victim services.
- Training: includes general training sessions, video conference training sessions, and computer based training sessions conducted to train on a certain topic. Training is designed to increase knowledge on crime related topics, impact the skills of individuals interacting with victims, including victim service training, or to improve the overall response to victimization. Training may be provided internally to volunteers and staff, or externally to the public.
- **Emergency Funds:** Funds that the Applicant will provide directly to victims for items needed immediately following a crime and that would not otherwise be paid for by the Crime Victims' Compensation Program. Not to exceed \$1,500 during each grant year.
  - Allowable Items - one-time transportation, one-time lodging, and/or a one-time food and/or gas card, etc;
  - Unallowable Items – past due rent, past due car payment, monthly groceries, medical bills, etc.
- **Follow-up with Victim:** In person, telephone or written communication, initiated by the advocate that occurs as a follow-up to an initial meeting with the victim - to provide or offer services such as emotional support, empathetic listening and checking on progress.
- **Individual Counseling:** Provided to a victim by a licensed professional and uses one-on-one psychological and/or therapeutic methods of treatment for a minimum of 45 minutes.
- **Information Booth:** Events where organizations staff booths to provide information to the general public about different topics. This may include but is not limited to community fairs, conferences, or other public gatherings. – MISSING
- **Information and Referral:** All forms of contact with victims in which services and available support (provided by the Applicant or the community) are identified and/or offered. This service may be provided in addition to or along with other Direct Victim Services such as Advocacy, Peer Support Services, Assistance with Crime Victims' Compensation, etc.
- **Legal Assistance:** Assistance provided to a victim with criminal or civil legal issues, including, but not limited to, completing and/or filing of temporary restraining orders, injunctions, other protective orders, elder abuse or child abuse petitions. The available scope of legal services may be for the following service areas: Legal services to assist victims of human trafficking; legal services to assist victims of crime to obtain temporary or permanent protective orders; spousal/child support, divorce and relocation, legal services to assist victims of crime with immigration proceedings; and legal services relating to victims of crime obtaining Crime Victims' Compensation benefits. Any other scope of legal services must have the prior written approval of the OAG. Legal assistance does not include activities solely for the prosecution of an offender, such as witness coordination; expert witness fees; or prosecutor salaries.
- **Lodging:** Arranging and/or providing lodging for a victim, including but not limited to emergency housing assistance (e.g. the number of victims who received lodging as arranged by grant funded staff).
- **Peer Support Services:** one-on-one peer support provided by trained staff and/or volunteers to increase client functionality and facilitate empowerment in meeting his/her physical, medical, legal, and or psychological needs.

- **Support Groups:** Groups for victims led by trained staff, volunteers or peer facilitators covering educational material or issues brought up by the group. *Reported aggregate with therapeutic groups.*
- **Therapeutic Groups:** Groups facilitated by a licensed professional and includes therapeutic counseling and/or psycho-educational content for victims. *Reported aggregate with therapeutic groups.*
- **Transportation:** Arranging and/or providing transportation for a victim for planned activities to one or more destinations in a single trip, or to an unplanned or crisis situation to or from locations such as medical facilities, shelters, or police stations.

**Direct Victim Services** – include but are not limited to providing the following activities:

- Accompaniment to Hospitals, Law Enforcement Offices, Prosecutors’ Offices and Courts
- Advocacy
- Assistance with Crime Victims’ Compensation
- Assistance with Restitution
- Assistance with Texas SAVNS
- Assistance with Victim Impact Panels
- Assistance with Victim Impact Statements
- Crisis Intervention
- Other Direct Victim Services
- Emergency Funds
- Follow up with Victim
- Groups (Support, Therapeutic)
- Information and Referral
- Individual Counseling
- Peer Support Services
- Legal Assistance
- Lodging
- Transportation

[Sexual Assault Prevention and Crisis Services – State \(SAPCS State\)](#)

FY 20/21 Application Kit with Updated definitions can be found [here](#).

**24-Hours Crisis Hotline calls** – sexual assault related calls received on the organization’s 24- hour crisis hotline.

**Accompaniment to hospitals, law enforcement offices, prosecutors’ offices and court-** Accompaniment to provide in-person support, assistance and provision of information about crime victims’ rights during the survivors’ interaction with medical or criminal justice professionals at hospitals, law enforcement offices, prosecutors’ offices and courts. To qualify as an Accompaniment to a Hospital, a minimum of 45 minutes must be spent with the survivor. Advocacy – in-person or via telecommunication assistance provided on behalf of victims of sexual assault to third parties (e.g., schools, employers, law enforcement agencies, housing authorities, health care professionals, prosecutors; offices, CVC).

**Advocacy** – in-person or via telecommunication assistance provided on behalf of victims of sexual assault to third parties (e.g., schools, employers, law enforcement agencies, housing authorities, health care professionals, prosecutors; offices, CVC).

**Assistance with Crime Victims' Compensation** – assistance provided to a victim or claimant, as defined by Texas Code of Criminal Procedure Articles 56.32(a)(2) and 56.32(a)(11), that may include explaining Crime Victims' Compensation (CVC) forms, processes, or completing the appropriate forms. Providing general information on CVC should be counted under "Information and Referral."

**Assistance with Texas Statewide Automated Victim Notification Service (SAVNS)** – assistance provided to a victim of sexual assault explaining Texas SAVNS and/or registering or accessing information. Providing general information on Texas SAVNS should be counted under "Information and Referral."  
**Assistance with Victim Impact Panels** – assistance provided to a victim of sexual assault to prepare a victim to present on a Victim Impact Panel.  
**Assistance with Victim Impact Statements** – assistance provided to a victim of sexual assault explaining the Victim Impact Statement identified in Article 56.03 Code of Criminal Procedure and/or completing the appropriate forms. Providing general information on Victim Impact Statements should be counted under "Information and Referral."

**Assistance with Victim Impact Panels** – assistance provided to a victim of sexual assault to prepare a victim to present on a Victim Impact Panel.

**Assistance with Victim Impact Statements** – assistance provided to a victim of sexual assault explaining the Victim Impact Statement identified in Art. 56.03 Code of Criminal Procedure and/or completing the appropriate forms. Providing general information on Victim Impact Statements should be counted under "Information and Referral."

**Crisis Intervention** – in person or via telecommunication assistance provided to a victim of sexual assault to reduce acute distress, to begin stabilization and to assist in determining next steps.

**Individual Counseling** – provided to a victim of sexual assault by a licensed professional and uses one-on-one psychological and/or therapeutic methods of treatment for a minimum of 45 minutes.

**Information and Referral** – all forms of contact with victims of sexual assault in which services and available support (provided by the Applicant or the community) are identified and/or offered. This service may be provided in addition to or along with other Direct Victim Services such as Advocacy, Peer Support Services, Assistance with Crime Victims' Compensation, etc.

**Lodging** – arranging and/or providing lodging for a victim of sexual assault, including but not limited to emergency housing assistance (e.g., the number of victims who received lodging as arranged by grant funded staff).

**Peer Support Services** – one-on-one peer support provided by trained staff and/or volunteers to increase client functionality and facilitate empowerment in meeting his/her physical, medical, legal, and or psychological needs.

**Support Groups** – groups for victims of sexual assault led by trained staff, volunteers or peer facilitators covering educational material or issues brought up by the group.



**Therapeutic Groups** – groups facilitated by a licensed professional and includes therapeutic counseling and/or psycho-educational content for victims of sexual assault.

**Transportation** – arranging and/or providing transportation for a victim of sexual assault for planned activities to one or more destinations in a single trip, or to an unplanned or crisis situation to or from locations such as medical facilities, shelters, or police stations.

## Funder: US Department of Housing and Urban Development (HUD)

Find the HUD HMIS Data Standards [here](#).

### Emergency Solutions Grant (ESG)

ESG grants break up funding by component type. Different services are allowed in each component. Please make sure you are referencing the component type you receive funding for. You can find a quick reference guide for allowable services [here](#), and the relevant code, 24 CFR part 576 [here](#).

- **Essential Services** - ESG funds may be used to provide essential services to individuals and families who are in an emergency shelter, as follows:
  - **Case Management:** The cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant is eligible. Component services and activities consist of: (A) Using the centralized or coordinated assessment system as required under §576.400(d); (B) Conducting the initial evaluation required under §576.401(a), including verifying and documenting eligibility; (C) Counseling; (D) Developing, securing and coordinating services and obtaining Federal, State, and local benefits; (E) Monitoring and evaluating program participant progress; (F) Providing information and referrals to other providers; (G) Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking; and, (H) Developing an individualized housing and service plan, including planning a path to permanent housing stability.
  - **Child Care:** The costs of child care for program participants, including providing meals and snacks, and comprehensive and coordinated sets of appropriate developmental activities, are eligible. The children must be under the age of 13, unless they are disabled. Disabled children must be under the age of 18. The child-care center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.
  - **Education Services:** When necessary for the program participant to obtain and maintain housing, the costs of improving knowledge and basic educational skills are eligible. Services include instruction or training in consumer education, health education, substance abuse prevention, literacy, English as a Second Language, and General Educational Development (GED). 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.

- **Employment Assistance and Job Training:** The costs of employment assistance and job training programs are eligible, including classroom, online, and/or computer instruction; on-the job instruction; and 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 an eligible cost. Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates. Services that assist individuals in securing employment consist of employment screening, assessment, or testing; structured job skills and job seeking skills; special training and tutoring, including literacy training and prevocational training; books and instructional material; counseling or job coaching; and referral to community resources.
- **Outpatient Health Services:** Eligible costs are for the direct outpatient treatment of medical conditions and are provided by licensed medical professionals. Emergency Solutions Grant (ESG) funds may be used only for these services to the extent that other appropriate health services are unavailable within the community. Eligible treatment consists of assessing a program participant's health problems and developing a treatment plan; assisting program participants to understand their health needs; providing directly or assisting program participants to obtain appropriate medical treatment, preventive medical care, and health maintenance services, including emergency medical services; providing medication and follow-up services; and providing preventive and non-cosmetic dental care.
- **Legal Services:** Eligible costs are the hourly fees for legal advice and representation by attorneys licensed and in good standing with the bar association of the State in which the services are provided, and by person(s) under the supervision of the licensed attorney, regarding matters that interfere with the program participant's ability to obtain and retain housing. Emergency Solutions Grant (ESG) funds may be used only for these services to the extent that other appropriate legal services are unavailable or inaccessible within the community.
  - Eligible subject matters are child support, guardianship, paternity, emancipation, and 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, and the resolution of outstanding criminal warrants.
  - Component services or activities may include client intake, preparation of cases for trial, provision of legal advice, representation at hearings, and counseling. (E) 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. (F) Legal services for immigration and citizenship matters and issues relating to mortgages are ineligible costs. Retainer fee arrangements and contingency fee arrangements are ineligible costs.
- **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 use, and homelessness are eligible costs. These services must be necessary to assist the program participant to function independently in the community. Component life skills training are budgeting resources, managing money, managing a household, resolving conflict, shopping for food and needed items, improving nutrition, using public transportation, and parenting.
- **Mental health services:** Eligible costs are the direct outpatient treatment by licensed professionals of mental health conditions. ESG funds may only be used for these services to the extent that other appropriate mental health services are unavailable or inaccessible within the community.

- Mental health services are the application of therapeutic processes to personal, family, situational, or occupational problems in order to bring about positive resolution of the problem or improved individual or family functioning or circumstances. Problem areas may include family and marital relationships, parent-child problems, or symptom management.
- Eligible treatment consists of crisis interventions; 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.
- **Substance abuse treatment services:** Eligible substance abuse treatment services are designed to prevent, reduce, eliminate, or deter relapse of substance abuse or addictive behaviors and are provided by licensed or certified professionals. (B) ESG funds may only be used for these services to the extent that other appropriate substance abuse treatment services are unavailable or inaccessible within the community. (C) Eligible treatment consists of client intake and assessment, and outpatient treatment for up to 30 days. Group and individual counseling and drug testing are eligible costs. Inpatient detoxification and other inpatient drug or alcohol treatment are not eligible costs.
- **Transportation.** Eligible costs consist of the transportation costs of a program participant's travel to and from medical care, employment, child care, or other eligible essential services facilities. These costs include the following: (A) The cost of a program participant's travel on public transportation; (B) If service workers use their own vehicles, mileage allowance for service workers to visit program participants; (C) The cost of purchasing or leasing a vehicle for the recipient or subrecipient in which staff transports program participants and/or staff serving program participants, and the cost of gas, insurance, taxes, and maintenance for the vehicle; and (D) The travel costs of recipient or subrecipient staff to accompany or assist program participants to use public transportation.
- **Services for special populations:** ESG funds may be used to provide services for homeless youth, victim services, and services for people living with HIV/AIDS, so long as the costs of providing these services are eligible under paragraphs (a)(1)(i) through (a)(1)(x) of this section. The term *victim services* means services that assist program participants who are victims of domestic violence, dating violence, sexual assault, or stalking, including services offered by rape crisis centers and domestic violence shelters, and other organizations with a documented history of effective work concerning domestic violence, dating violence, sexual assault, or stalking
- **Tenant based or project-based rental assistance**
  - Short-term (up to 3 months) or medium-term (3-24 months) rental assistance
  - Rental arrears: A one-time payment for up to 6 months of rent in arrears, including any late fees on those arrears.
- **Housing search and placement:** Services or activities necessary to assist program participants in locating, obtaining, and retaining suitable permanent housing, include the following: (i) Assessment of housing barriers, needs, and preferences; (ii) Development of an action plan for locating housing; (iii) Housing search; (iv) Outreach to and negotiation with owners; (v) Assistance with submitting rental applications and understanding leases; (vi) Assessment of housing for compliance with Emergency Solutions Grant (ESG) requirements for

habitability, lead-based paint, and rent reasonableness; (vii) Assistance with obtaining utilities and making moving arrangements; and (viii) Tenant counseling.

- **Housing stability case management:** – ESG funds may be used to pay cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who resides in permanent housing or to assist a program participant in overcoming immediate barriers to obtaining housing. This assistance cannot exceed 30 days during the period the program participant is seeking permanent housing and cannot exceed 24 months during the period the program participant is living in permanent housing. Component services and activities consist of: (A) Using the centralized or coordinated assessment system as required under § 576.400(d), to evaluate individuals and families applying for or receiving homelessness prevention or rapid re-housing assistance; (B) Conducting the initial evaluation required under § 576.401(a), including verifying and documenting eligibility, for individuals and families applying for homelessness prevention or rapid re-housing assistance; (C) Counseling; (D) Developing, securing, and coordinating services and obtaining Federal, State, and local benefits; (E) Monitoring and evaluating program participant progress; (F) Providing information and referrals to other providers; (G) Developing an individualized housing and service plan, including planning a path to permanent housing stability; and, (H) Conducting re-evaluations required under § 576.401(b).
- **Mediation:** ESG funds may pay for mediation between the program participant and the owner or person(s) with whom the program participant is living, provided that the mediation is necessary to prevent the program participant from losing permanent housing in which the program participant currently resides.
- **Legal services:** ESG funds may pay for legal services, as set forth in § 576.102(a)(1)(vi), except that the eligible subject matters also include landlord/tenant matters, and the services must be necessary to resolve a legal problem that prohibits the program participant from obtaining permanent housing or will likely result in the program participant losing the permanent housing in which the program participant currently resides.
- **Credit repair:** ESG funds may pay for credit counseling and other services necessary to assist program participants with critical skills related to household budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems. This assistance does not include the payment or modification of a debt.
- **Financial Assistance:** includes the below, but this is not an exhaustive list. Please review the CFR for more information.
  - Rental application fees
  - Security deposits
  - Last month's rent
  - Utility deposits
  - **Utility payments:** ESG funds may pay for up to 24 months of utility payments per program participant, per service, including up to 6 months of utility payments in arrears, per service. A partial payment of a utility bill counts as one month. This assistance may only be provided if the program participant or a member of the same household has an account in his or her name with a utility company or proof of responsibility

to make utility payments. Eligible utility services are gas, electric, water, and sewage. No program participant shall receive more than 24 months of utility assistance within any 3-year period.

- **Moving costs:** ESG funds may pay for moving costs, such as truck rental or hiring a moving company. This assistance may include payment of temporary storage fees for up to 3 months, provided that the fees are accrued after the date the program participant begins receiving assistance under paragraph (b) of this section and before the program participant moves into permanent housing. Payment of temporary storage fees in arrears is not eligible.