# Vocational Rehabilitation Services Manual C-1400: Supplemental Services

Revised April 1, 2019

## C-1401: Maintenance

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### C-1401-4: Short-Term Housing Maintenance

Short-term housing maintenance paid to a customer is used only for short-term housing expenses that are incurred as a direct result of participation in vocational rehabilitation (VR) assessments or services. It must not be used to pay a customer’s mortgage payment or usual and customary rent for housing, which are considered normal living expenses.

When it is expected that short-term housing maintenance (in excess of normal living expenses—see C-1401-1: Legal Authorization for the definition of “normal living expenses”) will exceed a total of three months (cumulatively or consecutively), the VR team must initiate the process to establish the landlord or lessor as a provider for “short-term housing” during the first month for which short-term housing maintenance is authorized. See D-211: Setting Up and Paying Providers and C-1401-5: Short-Term Housing for more information on this process.

If the landlord or lessor declines to be established as a provider for any reason, or if he or she has a hold through the comptroller and cannot be paid, alternate housing must be explored. If no other acceptable options are available, justification for paying short-term housing maintenance to the customer requires VR Manager approval. See "Documentation of Short-Term Housing Maintenance" for more information on documentation requirements when the customer is receiving the funds to be paid to the landlord or lessor.

Once the landlord or lessor is established as a VR provider, short-term housing maintenance is paid as short-term housing to the providing landlord or lessor.

See C-1401-5: Short-Term Housing and D-213-2: Advance Payments for additional information.

#### Creating a Service Record for Short-Term Housing Maintenance

A service record must be created with the following specifications for short-term housing maintenance payments:

* Level 1 – Maintenance
* Level 2 – Maintenance, Third Party, and Short-Term Housing
* Level 3 – Third Party and Short-Term Housing
* Level 4 – Short-Term Housing

#### Documentation of Short-Term Housing Maintenance

The customer must provide a receipt that shows proof of payment to the provider to verify that funds were used for the intended purpose before any additional funds are released to the customer for any purpose. If a receipt is not turned in or if it is determined that the funds were not used for the intended purpose, authorization of any additional funds for any purpose requires VR Manager approval.

#### Approval Requirements for Short-Term Housing Maintenance

VR Manager approval is required for all short-term housing maintenance and is limited to three-month increments (cumulatively or consecutively). For example, a VR Manager may approve an initial three months of short-term housing maintenance; if additional short-term housing maintenance is needed beyond the initial three months for any reason, additional VR Manager review and approval is required for each three-month period.

VR Manager approval must be completed and documented in ReHabWorks (RHW) before the service authorization is issued.

### C-1401-5: Short-Term Housing

Short-term housing is used only for short-term housing expenses that are paid to a providing landlord or lessor and incurred by the customer as a direct result of participation in VR assessments or services. It must not be used to pay a customer’s mortgage payment or the customer’s usual and customary rent for housing, which are considered normal living expenses.

The VR counselor may approve an amount for short-term housing paid to a provider that is more than the customer’s normal living expenses only when:

* the amount is the best-value decision to support VR assessments and services other than training; and
* the service is not available in the customer’s local community (the same town as the customer’s residence or within a 50-mile radius of the customer’s residence).

Customers attending CCRC Outreach Mini-trainings are exempt from the 50-mile radius requirement.

Short-term housing maintenance can be used to pay initial short-term housing while the landlord or lessor is being set up as a provider. It cannot be used once the landlord or lessor is set up for direct payment in RHW.

#### Creating a Service Record forShort-Term Housing Expenses

A service record must be created with the following specifications for short-term housing payments:

* Level 1 – Multiple Goods and Services Including Child Care; Youth Goods and Services, Booth Rental and Room and Board for Training and Short Term Housing for Other Services
* Level 2 – Room and Board for Training, Short Term Housing for Other Services; Meeting Room Space and Booth Rentals
* Level 3 – Short-Term Housing for Other VR Services
* Level 4 – Short-Term Housing for Other VR Services

#### Approval Requirements for Short-Term Housing Expenses

VR Manager review and approval are required for all short-term housing and is limited to three-month increments (cumulatively or consecutively).

### C-1401-6: Restrictions on the Use of Maintenance

It is prohibited to use any form of maintenance for:

* tuition or fees;
* compensation for an on-the-job training program;
* goods and services that are under contract;
* mortgage payments, usual and customary rent for housing, and any associated fees or expenses;
* reimbursements; or
* any items listed in [VRSM D-206: Purchasing Restrictions](https://twc.texas.gov/vr-services-manual/vrsm-d-200%22%20%5Cl%20%22d206).

Exceptions require review and approval through the chain of management from the Deputy Division Director of Field Services Delivery.

### C-1401-7: Processing Maintenance Payments

Maintenance may be authorized and paid in advance.

Maintenance checks, or warrants, are mailed:

* directly to the customer or third-party payee; or
* to the VR field office in exceptional circumstances and only with the VR Manager's approval.

See D-200: Purchasing Goods and Services for more information about processing payments.