

Housing Stabilization Services: Direct, Indirect and Remote Services Chart

	Direct/In-Person	Direct/Remote	Indirect
Definition	Face-to-face physically with the person	Phone, video conferencing or text message directly with the person. (length of time communicating must meet the 8 minute rule to be billable)	Tasks performed on behalf of the person without the person present
Eligible activities	All service activities can be provided directly	All service activities can be provided remotely	Only certain service activities can be provided indirectly (those designated with an asterisk on the DHS Housing Stabilization Services policy website)
Limits	No limit within the 150 service hours	Limited to 50% of direct services annually An approved Remote Support exception allows up to 75% of direct services annually	Expectation is that majority of services are provided as direct service (green columns)