



PENNSYLVANIA HOUSING FINANCE AGENCY

PHFA's Housing  
Services Department  
**Best Practices**

**Trinity House Apartments Student Connections**

**Categories:** Access to Services

**Outcomes:**

Residents at Trinity House Apartments have access to more services through the Student Connections internship program. Individualized services that the Service Coordinator does not have time to offer are provided by the intern, such as memorial services and discussion groups for men.

Social Work students at Millersville University complete their required internship experience by providing services for the residents of Trinity House. Together, the on-site Service Coordinator and the social work interns determine how to engage the residents and offer additional services not available from the Service Coordinator. Oversight by the Service Coordinator assures that the students expand the services available to residents.

**Units:** Trinity House consists of 133 Section 8 units for residents aged 62 and older

**Management Agent:**  
Housing Development Corporation of Lancaster County

**Service Coordinator:**  
Mary Bell  
717.684.7181  
THASSP@hdcweb.com

**Program Components:**

- **University Partnership.** It is imperative that a qualified university partner become involved in the program.
- **Memorandum of Understanding.** Partner schools implement a Memorandum of Understanding between the school and the owner/property management company. This MOU describes the deliverables and scope of services to be provided by the university and the management agent, defines legal liabilities and outlines confidentiality, exit strategies and other aspects of the agreement.
- **Letter of Introduction.** Prior to the intern working on-site, a letter of introduction was distributed to the residents. This clarified for the residents who this new individual was and what his/her role was to be at the site.
- **Schedule.** A work schedule was mutually agreed upon by both the intern and the on site service coordinator.
- **Staff Meetings.** Regularly scheduled staff meetings were held at the site to provide both the intern and the property staff updates on what was happening at the site and what was being planned.



**Background:**

Trinity House Apartments is a senior development for residents aged 62 and older. The Section 8 financed development is located in a rural section of Lancaster County.

**Investment in Services:**

Trinity House and Millersville University incur no direct costs due to Student Connections. The university professional staff is paid by the university and the students do not receive any funding to participate in the program. This partnership enables the management company to enhance the level of services available to their residents at no charge.

**RESULTS**

**Resident participation** increased through more support groups, and design of programs and services. Both parties mutually benefit from the learning experience.

**Management is motivated** by having fresh ideas and the latest trends in technology available brought to the site by interns.

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For more information,  
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