

## Supportive Services Program Quality Standards

This list of program quality standards provides a framework for the successful development and implementation of an effective supportive services program. This tool can also be used to evaluate performance in administering the program. The standards are divided into five operational areas: administrative performance, staff development, service provision, resident participation, and community partnerships.

### Administrative Performance

1. Development is in compliance with all administrative requirements:
  - a. There is a formal means of communication, referral, follow-up, and coordination of services between management, staff, and the service provider.
  - b. The program operates within a detailed annual budget that includes a narrative delineating program elements and all related income and expenses.
  - c. Staff is cognizant of and responsive to federal, state, and local statutes and regulations, including Section 504, the Fair Housing Amendments Act, and the Americans with Disabilities Act.
  - d. There is access to legal services to support program operation.
  - e. Policies and procedures that address common functions and situations in the provision of services are in place and followed.
  - f. Appropriate documentation and data retrieval mechanisms are in place.
  - g. Record maintenance practices and office procedures protect individual confidentiality and rights.
  - h. Submission of quarterly program reports is accurate and timely.
  - i. Fee schedules and means of accessing programs by residents are public and in writing.
2. Supplies, equipment, computer, and office space are provided for sole use of service coordinator, including locking files.
3. External funding sources are pursued as appropriate.

### Staff Development

1. There is a job description in place for all staff associated with the provision of services that includes a clear delineation of duties, responsibilities, qualifications, and supervision.
2. There is a comprehensive plan for staff development that includes a formal orientation program for new personnel and continuing education for existing staff.
3. Appropriate staff has access to professional development opportunities and attends training including PHFA conference, forums, and workshops.
4. Staff has access to program materials including PHFA's *Service Connections*, Quick Connections, manuals, and other materials.

## **Service Provision**

1. High quality services are provided that are appropriate and responsive to residents' needs.
  - a. There is a mechanism for resident input into the provision of services on-site. This resident input is solicited at least every three years and can take the form of a written questionnaire, meetings with residents, or individual interviews. The targeted response rate is 50%. Services are based, in part, on the results of this resident input.
  - b. Service plan – Development of a written comprehensive plan containing priorities and outcomes is based on the documented needs and interests of the residents. The service plan is updated at least every three years.
2. Internal monitoring and evaluation of existing programs takes place on a regular basis and includes:
  - a. Measurement of progress.
  - b. Identification of factors that interfere with effectiveness or efficiency.
  - c. Determination of need for continuation, refinement, reduction, redirection, or expansion.
  - d. Measures of customer satisfaction.
  - e. Measure of staff response time to resident requests.
3. Service Coordinator ratio of hours to residents is approximately 1 hour per week of on-site service coordination for every 5 units. This 1:5 ratio may vary depending on the makeup of the resident population.

## **Resident Participation**

1. Outreach efforts to residents are extensive, continuous, and varied. These efforts include resident meetings and the distribution of a monthly newsletter that is site specific.
2. A resident council, tenant association, or other representative group attracts involvement of at least 1/3 of residents. This resident group raises funds over which they have control, initiates social activity, and is incorporated as a 501(c)3 private, non-profit corporation, if appropriate.
3. There are self-sustaining interest groups operating within the building.
4. Residents are actively involved in using their resources and abilities to enhance the life of the community.

## **Community Partnerships and Community Building Initiatives**

1. A current directory of community and county services along with information about how to access those services is available on-site.
2. Partnerships within the community are developed and nurtured by program staff. Meaningful involvement with a wide breadth of partners is generated, including: business/labor, media, law enforcement, local officials, public agencies, schools, religious organizations, civic organizations, youth and parent's groups.