

Philadelphia Escrow Program and Waiver Requirements

In 1993, the Agency established the Family Supportive Services Escrow Program for the City of Philadelphia. This program helps to fund on-site supportive services for residents and assists management in addressing social welfare issues that impact property operations.

The Agency requires that all applications for PennHOMES funding for family developments in Philadelphia escrow \$5,000 per unit to pay for supportive services for the residents. The Agency will provide 100 percent match for the applicant's contribution of \$2,500 per unit.

Escrow funds must be used to hire staff or to contract with a service provider to provide residents with information and referrals and improved access to social services to foster family self-sufficiency. Applicants must identify a qualified social service provider to facilitate the provision of supportive services for families.

Philadelphia developments may request a waiver of the escrow requirement. An applicant who chooses to request a waiver of this requirement must submit a written request and attach a supportive services plan. To be eligible for a waiver, the development must provide the following information:

- Memorandum of Understanding or contract that outlines work plan, staffing (with job descriptions), and proposed budget.
- Completed PHFA Service Provider Questionnaire.
- Viable plan to secure funding to ensure uninterrupted delivery of services for up to ten years.

Disbursement of Escrow Funds

Funds for supportive services will be held in escrow by the Agency and will be disbursed to properties participating in the PennHOMES Family Supportive Services Escrow Program that are in compliance with all program and reporting requirements. Funds will be advanced based on an approved budget for the calendar year.

Participating sites must submit the following documentation to the Housing Services Representative at PHFA's Norristown office within three months of full occupancy:

1. Distribution of Funds (Form A)

The participating site must develop a budget that projects the cost of the supportive services program over the ten-year period. If any interest is earned on the escrow account, properties may apply those funds to continue the program beyond the tenth year. The property owner or manager need only submit the ten-year distribution of funds once unless changes to the program require budget revisions.

2. Annual Budget (Form B)

FSSP escrow participants must submit a proposed twelve month budget and corresponding budget narrative requesting funds each year. This budget includes actual expenses for the completed year and projected costs for the next year. It includes line items for personnel, program, and administrative costs.

3. Annual Supportive Service Plan

The property owner/manager or service provider must attach the annual supportive service plan outline that delineates program goals, outcomes, and activities for the coming year. The plan must correspond to the budget.

4. Cover Letter from Management Company or Property Owners

This letter requests the release of funds and approves the annual budget and plan.

Program Monitoring and Reporting

Housing Services Department staff monitors on site supportive service programs through site visits and reports. All properties participating in the Escrow Program, excluding those properties that have received a waiver, must report quarterly on the impact of supportive service programs on the property and residents.

Properties that have been granted a waiver to the escrow requirement must remain in compliance with the supportive service provisions stipulated in the Supportive Services Escrow Agreement executed in connection with the Agency's PennHOMES Loan Agreement. Repeated non-compliance will result in the loss of the ability to exercise the PennHOMES waiver option at future proposed developments.

1. Quarterly Activity Reports

Service providers prepare quarterly activity reports that provide information on resident participation, activities conducted, and specific outcomes achieved. Property managers must receive and approve a copy of these reports prior to submission to PHFA. Quarterly reports are due to the Housing Services Representative in the Norristown office according to the following timetable:

Quarter	Deadline to Receive
January 1 to March 31	April 15
April 1 to June 30	July 15
July 1 to September 30	October 15
October 1 to December 31	January 15

Properties that have received a waiver to the escrow requirement and who do not submit quarterly reports, are encouraged to submit an annual report describing the services provided and their impact on the property and residents. The annual report should be submitted to the regional Housing Services Representative by January 31 of the following year. The Agency will accept reports that are prepared for alternate funders in lieu of the Agency's reporting forms. These reports should provide information in the following areas:

- Status of on site services
- Number of residents served
- Types of services delivered
- Impact of services on the property
- Community linkages and collaborative efforts to provide supportive services

2. Site Visits

The regional Housing Services Representative performs a site visit during the first year of occupancy. Thereafter, on site services are monitored periodically according to the Department's regional strategy and in collaboration with other Agency staff. Factors that may trigger closer attention include non-compliance with program requirements as outlined in the commitment documents, a request for technical assistance or orientation of new service providers and staff. The HSR is also available upon request to provide technical assistance to site staff.

3. Program Meetings and Training

Participants in the Escrow and Waiver programs are encouraged to attend the PHFA sponsored workshops and meetings each year for professional development opportunities, to review program progress, to discuss issues relevant to Escrow participation and for valuable networking opportunities. These meetings include regional Housing Services Department Forums and the annual Housing Services Conference.

4. Revisions to Plan of Services and Budget

Revisions to the Annual Supportive Services Plan may be necessary for many reasons including changes in the resident population, changes in available community programs and resources, or changes in the service provider.

The Housing Services Department must approve revisions to a supportive services program. Regional staff coordinates Agency review of such requests.

- The regional Housing Services Representative should be contacted prior to submitting a revised supportive services plan.
- If the revision requires an increase or decrease in expenditures, the request will include a description of the budgetary impact, a revised program budget, staffing changes, implementation date, and justification for the change in expenditures.
- If the revision involves the addition of staff, a job description and qualifications, hours schedule, and rate of pay should be included.
- After Agency review, site management will be notified in writing whether or not the request is approved.

5. Family Supportive Services Escrow Program Preservation

For those developments that entered into a 10 year Escrow agreement, any balance of escrow funds may be used to extend service delivery beyond the initial 10 years, with Agency approval. In order to extend these programs, the development must be in compliance with all program requirements and execute an Amendment to Supportive Services Escrow Agreement prior to the close of year 10.

Samples

Philadelphia Escrow Program Instructions for Completing Annual Budget
(Form B)

Forms

Philadelphia Escrow Program Distribution of Funds (Form A)

Philadelphia Escrow Program Annual Budget (Form B)

Philadelphia Escrow and Waiver Programs Quarterly Activity Report with
Worksheets A through E