

**IMPORTANT** DO NOT USE THE BACK ARROW AT ANY TIME ON THIS WEBSITE

## **NEEDED SIGN IN INFORMATION TO START THIS REPORTING**

Owners ID (3digit number)

User Name (assigned by your “administrator”)

**FIRST TIME USERS:** Please contact your designated “administrator” at your place of employment for the **owners ID & username.**

\*\*If you do not know who your “administrator” is please visit the log in website multifamily housing welcome screen below and click the contact button (just below Sign In) then call or email either of the Website Account reps (Joanna or Frank).

### **LOG IN**

[www.phfa.org/ephfa/](http://www.phfa.org/ephfa/) then click → Multifamily Housing

You will then see Welcome screen / Bulletin Board with current announcements.

### **Menu Options**

#### **Sign In**

Owner ID (only use number)

User Name (case sensitive)

Password (\*first time - Password1)

(\*new password must be at least 6-10 characters and contain at least one capital letter and/or one number and are also case sensitive)

Click on Save Password.

#### **Contact**

Shows contacts for website problems, tax credit compliance staff and Sr. Management Reps for PennHOMES properties.

### **ONCE LOGGED IN:**

Start your report by clicking the **Add Service button** below. Edit or Delete a Service in the list by clicking on the corresponding Edit or Delete image to the right in each row. Report all Supportive Services provided in the reporting year. When finished, click the **Submit Supportive Services Report to PHFA.**

## PHFA ON-LINE SUPPORTIVE SERVICES REPORTING SYSTEM MANUAL

### **Source of Support**

Select the source of support

**Donated:** Community Based Partners often do not charge multifamily properties or our residents for services such as Blood Pressure screenings and after school programming.

**Escrow:** Properties at development often set up this “Supportive Service Escrow” which funds the staff’s time & supplies on supportive services.

**Operating:** On-site Service Coordinator & Manger’s time and/or supplies.

**Other:** All other sources of support (feel free to elaborate)

### **Service Type Definitions**

**Adult Activities:** Activities designed to engage residents, build positive community relationships, and promote independence including resident organizations, entertaining bus trips, holiday events, crafts, bingo, pot luck meals, etc.

**Housekeeping/Errands:** Assist in obtaining services to enable residents to remain in their home, including apartment cleaning, laundry, shopping, cooking. Provided through government programs, fee-for-service or volunteer assistance.

**Health Promotion & Health Services:** Assist in obtaining information and/or referral to services that optimize and maintain the resident’s physical health, including completion of forms related to health services, making appointments with medical providers and health related programming.

**Job Training/GED/Education:** Assist by linking with educational service, schooling, vocational training and/or employment or volunteer opportunities.

**Life Skills Training:** Assist by making accessible training related to managing and maintaining all aspects of home, including money management, budgeting, bill paying, organization of personal records, housekeeping, home safety, home health, and energy conservation.

**Meals:** Arranging for services to ensure resident is receiving adequate nutrition, including congregate meals, meals on wheels programs, accessing emergency food programs/food banks, and grocery shopping or cooking services.

**Service Coordination:** Providing activities that improve the viability of the housing development and improve the quality of life for residents. Including increasing residents’ access to services and facilitating their participation in programs that enhance their economic, social and mental well-being. Including assistance in applying for government entitlement programs (examples: rent rebates, food stamps), assessments, case management, conflict resolution, crisis intervention, lease education, newsletters, etc.

**Transportation:** Providing information regarding or arranging for the daily transportation for residents, including site vans and all types of public transportation.

**Youth Activities:** Activities designed to promote youth development, youth education, early childhood child care, and multigenerational programming.

**Other:** Any other service provided which does not seem appropriate to report under the previous categories.

### **For more information:**

Please contact your PHFA Regional Housing Services Representative.