

# Supportive Services Plan Outline for Proposed Developments

(Submit Under Tab #29 of the 2007 Multifamily Housing Application)

To be used to develop a services plan for a proposed development.

Describe the proposed supportive services plan following this outline. A completed Service Provider Questionnaire must be included at Tab #29. Philadelphia General Occupancy developments seeking Agency financing that choose not to participate in the Family Supportive Services (Escrow) Program must submit a written request for a waiver from the Escrow requirement, the Service Provider Questionnaire, a Memorandum of Understanding with the service provider, and this Supportive Services Plan Outline that identifies a viable plan to secure funding to ensure uninterrupted delivery of services for ten years.

## 1) Anticipated Resident Needs and Program Goals

- a) Identify the target population.
- b) Identify the goals of the supportive services program.  
*General Occupancy developments should include goals to improve building and unit maintenance, stabilize occupancy by improving residents' ability to uphold their lease obligations, and enhance quality of life through programs for employment, education, and income/asset building; child and youth development; community building and improving access to services.*  
*Elderly developments should include goals to stabilize occupancy by improving residents' ability to uphold the lease throughout the aging process through improved access to health and other services; and enhance quality of life through community building, socialization, and other programs.*  
*Developments for populations with special needs should identify relevant goals based on the strengths and needs of the targeted population.*
- c) Identify measurable target outcomes related to each goal.
- d) Describe how the program will identify resident needs at start-up, and respond to the changing needs of residents over time. (Example: resident meetings, needs assessments, surveys, etc.)

## 2) Implementation of Services, Programs, and Activities

Services must be specific to the proposed development and greater than those available to residents of the broader neighborhood. Identify:

- a) Who is responsible for providing each service?
- b) Where each service will be provided. For services that are not provided at the proposed development, identify how barriers to participation will be overcome.
- c) Frequency of program or activity (daily, weekly, monthly, etc.).
- d) Eligibility requirements or fees for resident participation. Services should be available for all residents. Identify any eligibility requirements or fees for services.
- e) Methods to market the service program and encourage resident participation.

## 3) Staffing

- a) Identify staff positions involved, their location, and number of hours per week dedicated to services at the development. Recommended minimum: 1 hour/week for every 5 units.
- b) Describe supervision and support (office space, computer with Internet/email access).

**4) Budget and Source of Funds**

Identify the annual cost and the source of funds to pay for services.

**5) Coordination with and Commitment of Community Resources**

If community service providers are expected to be involved in the delivery of services for the residents, include a letter of intent to provide services that describes their intended involvement.