

**Criteria for Housing Services Department
Review of Supportive Services Plans
2007 PennHOMES/LIHTC Applications**

	Criteria	Guiding Questions
I.	<p>Anticipated Resident Needs/Program Goals</p> <ul style="list-style-type: none"> • Ability to describe targeted resident population and anticipate their needs. • Ability to translate needs into program goals. • Existence of target outcomes related to program goals. • Ability to respond to changing needs. 	<ol style="list-style-type: none"> 1. Does the proposed development support a need for services? 2. Are program goals logical for anticipated resident population? 3. Are there achievable outcomes? 4. Does the sponsor have a plan to solicit resident input over time?
II.	<p>Implementation of Services</p> <ul style="list-style-type: none"> • Proposed services will achieve program goals and outcomes. • Proposed implementation makes best use of staff and community resources. 	<ol style="list-style-type: none"> 1. Does the proposed service plan address the projected needs of the targeted resident population? 2. Are the proposed services specific to the development? 3. Are the services more than would normally be available to the general public? 4. Have the types of services and provider for each been identified? 5. Will services be offered on-site? If not, have barriers to participation been eliminated? 6. What is the frequency of each major service? 7. Are there eligibility requirements or fees to use any services? 8. How will services be marketed to residents?
III.	<p>Staffing</p> <ul style="list-style-type: none"> • Proposed staffing is sufficient to carry out the proposed program of services. 	<ol style="list-style-type: none"> 1. Is the level of staffing adequate to implement the service plan? 2. Is a SC on-site 1 hr/week for every 5 units? 3. Will staff be located on-site?
IV.	<p>Budget and Source of Funds</p> <ul style="list-style-type: none"> • Projected program budget. • Projected sources of funding. • Ability to pay for services. 	<ol style="list-style-type: none"> 1. Has the project sponsor anticipated the costs to operate the program? 2. Has the project sponsor identified how the program will be funded? 3. Are the sources of funding confirmed? 4. Has the sponsor identified sufficient funds to implement the program? If currently committed funds fall short of the compliance period, have they addressed how services will be funded for the duration of the compliance period?

V.	Coordination with Community Resources <ul style="list-style-type: none"> • Awareness of community services. • Level of coordination with other service providers. • Letters of intent to provide services for residents of the proposed property. 	<ol style="list-style-type: none"> 1. Has the sponsor identified local and community resources to which residents will have access? 2. Have efforts been made to establish partnerships and relationships with community service providers? (Provide evidence that such efforts have been made.)
VI.	Service Provider Qualifications <ul style="list-style-type: none"> • Proposed program is aligned with the service provider's mission. • Experience serving targeted resident population. • Experience serving local community. • Knowledge of existing systems and services for targeted resident population. 	<ol style="list-style-type: none"> 1. Is the service plan congruent with the service provider's mission and existing work? 2. Does the proposed service provider have the capacity (organizational, staffing) and resources to implement the plan of services? (Service Provider Questionnaire is to be completed by the contracting organization or by the management agent if they are hiring an in-house service coordinator.)