

# 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.

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

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

<p><b>V.</b></p>	<p><b>Coordination with Community Resources</b></p> <ul style="list-style-type: none"> <li>• Awareness of community services.</li> <li>• Level of coordination with other service providers.</li> <li>• Letters of intent to provide services for residents of the proposed property.</li> </ul>	<ol style="list-style-type: none"> <li>1. Has the sponsor identified local and community resources to which residents will have access?</li> <li>2. Have efforts been made to establish partnerships and relationships with community service providers? (Provide evidence that such efforts have been made.)</li> </ol>
<p><b>VI.</b></p>	<p><b>Service Provider Qualifications</b></p> <ul style="list-style-type: none"> <li>• Proposed program is aligned with the service provider's mission.</li> <li>• Experience serving targeted resident population.</li> <li>• Experience serving local community.</li> <li>• Knowledge of existing systems and services for targeted resident population.</li> </ul>	<ol style="list-style-type: none"> <li>1. Is the service plan congruent with the service provider's mission and existing work?</li> <li>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.)</li> </ol>