

## **Philadelphia Family Resource Center Initiative**

Since 1993, PHFA has provided over \$2,000,000 to fund services for residents of Agency financed properties in Philadelphia through the Family Resource Center Initiative (FRCI). Property owners and managers of Agency-financed family properties with twenty-five (25) or more units in the City of Philadelphia financed prior to 1993 are eligible to apply for the FRCI funds. Selected properties are expected to establish programs and services for residents at the property.

The formula for awarding PHFA FRCI funds is based on the number of residents and the amount of time required to support property management and resident needs. The funds are to be used to support an on-site service coordinator. In addition, owners/property managers and/or service providers are required to match the PHFA allocation at a minimum of 25 percent.

### **Disbursement of Agency Funds**

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Properties will be reimbursed for approved FRCI expenses quarterly. This request must be supported by correspondence from the property owner and/or management company approving the annual plan and budget.

The following documentation is required to access FRCI funds.

#### **1. Quarterly Financial Report**

The service provider is required to submit quarterly financial reports for the duration of the program period. Quarterly financial reports are to be submitted no later than the 15<sup>th</sup> day following the end of a program quarter (October 15, January 15, April 15, and July 15) and should be submitted in conjunction with the completed quarterly activity reports. The report must include the following:

- A completed Quarterly Financial Report (Form A)
- Copies of employee payroll invoices

#### **2. Quarterly Request for Payment**

This form must be submitted to PHFA with the Quarterly Financial Report (Form B) to request payment under the approved agreement.

### **Program Monitoring and Reporting**

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Housing Services Department staff monitors on site supportive services programs through site visits, reports, and consultation with the Agency's Housing Management and Technical Services staff.

#### **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 authorize and receive a copy of these reports. Quarterly reports are due to the Housing Services Representative in the Norristown Office according to the following timetable:

<b>Quarter</b>	<b>Deadline to Receive</b>
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

**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 staff.

**3. Program Meetings and Training**

PHFA will sponsor quarterly FRCI meetings to help build the capacity of service providers and property managers to provide quality services. In addition, these meetings offer opportunities to discuss program models, analyze various approaches to service delivery, and a venue for valuable networking with other service providers and community based organizations. FRCI participants are also encouraged to attend regional Housing Services Department Forums and the annual Housing Services Conference.

**4. Revision 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, 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.

## **Samples**

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Philadelphia FRCI Program Instructions for Completing Quarterly Financial Report (Form A)

Philadelphia FRCI Program Instructions for Completing Quarterly Request for Payment (Form B)

## **Forms**

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Philadelphia FRCI Program Quarterly Financial Report (Form A)

Philadelphia FRCI Program Quarterly Request for Payment (Form B)

Philadelphia FRCI Quarterly Activity Report Form with Worksheets A – C