

Section 8 Program Requirements

All of the Agency-financed senior Section 8 properties are eligible to participate in the Section 8 Supportive Services Program. Nearly 90% of the senior Section 8 sites in the Agency's portfolio currently participate in the program. Section 8 Family sites that can support services financially or through partnerships are also invited to participate.

Requirements for Participation in the Section 8 Supportive Services Program

There are five basic conditions that must be met in order for Section 8 properties to fully participate in the Agency's Section 8 Supportive Services Program. Fulfillment of all requirements of participation may qualify owners/agents for an incentive management fee for the term of the site's full compliance.

1. Participation Agreement

Eligible sites are invited to renew or enter into a formal Participation Agreement with the Agency to be included in the Section 8 Supportive Services Program for a one year period. Owners and agents of participating developments contribute to the cost of providing training and technical assistance for on-site management and staff through a minimum contribution of \$500 per site/per year. This contribution to the Housing Services Fund may be tax deductible.

2. Completion of a Resident Survey

At least every three years, management or the service provider will solicit resident input. The findings from that input are to be reported to the Housing Services Department and incorporated into each site's service plan. The purposes of the resident survey are to determine the service needs and interests of residents, and to provide a basis for making appropriate refinements and improvements in the delivery of services to residents. Refer to "Developing a Supportive Services Program" chapter of this manual for more information on soliciting resident input.

3. Development and Implementation of an Agency Approved Service Plan

A service plan based on the resident survey is submitted to regional Housing Services Department staff upon entry into the Section 8 SSP and every three years thereafter. This plan for supportive services includes a summary of resident needs and proposed responses to those needs, budget impact, and source of funding as well as goals and outcome measures. Approval from the Department must be received prior to service plan implementation and expenditure of funds. Refer to "Developing a Supportive Services Program" chapter of this manual for more information on developing a service plan.

4. Timely reporting of service statistics

Participating sites are required to submit quarterly reports to the PHFA regional office. Information from the reports is used to measure the quality and impact of services on the properties and residents. Reports are due by the 15th day after the close of each quarter.

5. Attendance at Agency training

Appropriate staffs representing a site and its supportive services program are expected to attend the Agency's regional Housing Services Forums, the annual conference, and Professional Development Workshops. Expenses related to attendance at such training should be included in each site's operating budget.

Program Monitoring and Reporting

Housing Services Department staff monitors on-site supportive services programs through site visits and reports.

1. Site Visits

The regional Housing Services Representative performs a periodic site visit. The purposes of these site visits are to:

- Verify that the stated on-site supportive services plan is being implemented and is effectively meeting the needs of residents.
- Provide assistance in program development, implementation, and evaluation.
- Solicit input from building owners, management, staff, and residents regarding the Agency's Supportive Services Program and areas needing improvement.

Factors triggering more frequent site visits include orientation of new on-site staff; follow-up from a previous visit to resolve outstanding issues; non-compliance with program requirements, or a request for technical assistance from on-site staff.

2. Reports

Participating sites are required to submit a Section 8 SSP Quarterly Report to the regional Housing Services Representative. Reports are due by the 15th day after the close of each quarter. Data from these reports are used to gauge progress in meeting program goals and, when possible, are used to substantiate program outcomes and impact.

Revisions to the Supportive Services Program

The Housing Services Department must approve revisions to a supportive services program. Regional staff will coordinate Agency review of such requests.

- The Housing Services Representative should be contacted prior to submitting a revised supportive services plan.
- If the revision requires an increase **or** decrease in expenditures, that request will include a description of the budgetary impact, staffing changes, implementation date, and justification for the change in expenditures.
- If the revision involves addition of staff, a job description and qualifications, hours scheduled, and rate of pay should be included.
- After Agency review, site management will be notified in writing whether or not the request is approved.

Samples

Section 8 Participation Agreement

Section 8 Participation Guidelines

Section 8 Supportive Services Program Quarterly Report Instructions

Forms

Section 8 Supportive Services Program Quarterly Report