

**Pennsylvania Housing Finance Agency
Section 8 Supportive Services Program**

200_ Participation Agreement

Site Name:

PHFA No.:

We hereby acknowledge our participation in the Supportive Services Program activities for the above-captioned development for a one-year period- January 1, 200_ through December 31, 200_.

All requirements for eligibility set forth in the SSP guidelines will be satisfied to ensure continued disbursement of the incentive management fee (one-half of one percent per year). Failure to comply fully with program requirements will result in suspension of the incentive management fee.

We recognize our obligation to contribute to the Housing Services Department Fund* and hereby:

- Attach our check # _____ in the amount of _____
- Authorize the Pennsylvania Housing Finance Agency to transfer funds in the amount of \$ _____ /per year from the aforementioned development's operating account.

Owner's Signature

Management Agent's Signature

Print Name

Print Name

Date

Date

**Return to: Housing Services Department
Pennsylvania Housing Finance Agency
PO Box 8029
Harrisburg, PA 17105-8029**

* (Minimum contribution \$500/per year)

Section 8 Supportive Services Program

Participation Guidelines

Requirements for Participation:

- Implementation of an Agency-approved service plan. Service plans are effective for a three year period.
- Completion of a resident survey every three years.
- Contribution to the Housing Services Fund to support programming and educational initiatives (\$500 minimum).
- Timely submission of reports: Supportive Services Quarterly Report and an Annual Budget with narrative delineating program elements, expenses, and income.

All participating sites are required to have completed a resident survey within the last three years. Based on that resident input, sites will develop a comprehensive service plan. This process of assessment and subsequent service plan development will follow a three-year cycle.

Staff of participating sites is expected to attend the annual conference, regional forum meetings, and additional workshops that are made available throughout the year.

Interruptions of service or inadequate service delivery will necessitate administrative review and may result in suspension of the incentive management fee.

Benefits of Participation:

- Enhanced quality of life for residents.
- Protection of the physical investment through reduction in turnover, decreased damages, and increased marketability of units.
- Training opportunities available to site/agent's staff at minimal costs.
- Program assistance and consultation available from regional Agency staff:

Central PA 717.780.3962

Eastern PA 610.270.1560

Western PA 412.429.2843

- Incentive management fees awarded for full compliance with SSP requirements. HUD-Insured Section 8 ("H") developments are subject to HUD approval.

Please return the completed Participation Agreement by December 31, 200_ to:

**Housing Services Department
Pennsylvania Housing Finance Agency
PO Box 8029
Harrisburg, PA 17105-8029
(717) 780-3874**

Pennsylvania Housing Finance Agency

Section 8 Supportive Services Program Quarterly Report Instructions

Submit 1 copy to your Housing Services Representative by the 15th of the month following each quarter.

<p>Eastern PA Submit 1 copy to:</p> <p>Robert Butcher PA Housing Finance Agency Bldg 3, Ste 300 151 West Marshall Street Norristown, PA 19401 rbutcher@phfa.org FAX: (610) 270-1355</p>	<p>Central PA Submit 1 copy to:</p> <p>Martha McGraw Housing Services Department PA Housing Finance Agency PO Box 8029 Harrisburg, PA 17105-8029 mmcgraw@phfa.org FAX: (717) 780-1811</p>	<p>Western PA Submit 1 copy to:</p> <p>Holly Winters PA Housing Finance Agency Building 200 2275 Swallow Hill Road Pittsburgh, PA 15220 hwinters@phfa.org FAX: (412) 429-2835</p>
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Section A: Services Provided On-Site

Service Units Delivered: Calculate the number of service units delivered this quarter, as follows:

- **Activities, Educational, or Recreational Programs:** 1 unit = 1 hour of the activity. Staff preparation time is NOT included, just the time spent delivering the activity, e.g. Five 2-hour activities = 10 units.
- **Health Services:** 1 unit = 1 hour of a health professional's time on-site. Under comments, list how many residents received what services, e.g. 27 screenings, 45 flu shots.
- **Housekeeping:** 1 unit = 1 hour. 240 units means 240 hours of housekeeping were delivered for all the residents at the site. Include time spent by an aide running errands off-site for a resident.
- **Job Training/Development:** 1 unit = 1 hour of training.
- **On-site Meals:** 1 unit = 1 meal. 150 units means that 150 individual meals were served, whether 50 residents each received 3 meals or 15 residents each received 10 meals.
- **Service Coordination:** 1 unit = 1 hour worked in a service coordination capacity.
- **Transportation:** 1 unit = 1 round trip per resident. 10 units may indicate 1 van or bus trip with 10 residents on board, or 5 van trips each with 2 residents on board.
- **Youth Activities:** 1 unit = 1 hour of the activity. Staff preparation time is NOT included, just the time spent delivering the activity. e.g. Five 2-hour activities = 10 units.

Unduplicated Residents Served Year-to-Date: Count the number of residents who received this service thus far in 2007. This column represents the number of "unduplicated" residents receiving each service. (This amount may go up each quarter but will never decrease from the highest amount counted in any given quarter). See Optional Worksheet at the end of these instructions for assistance in tracking this data.

Comments: Provide additional clarification of the service, specific activities, or further explanation.

Total Unduplicated Count of Residents Using Any Service from January to December: *(Report this on the January 15, 2008 report only.)* Count the total number of residents receiving any services in 2007. A system for tracking this must begin in January and be followed all year. See Optional Worksheet at the end of these instructions for assistance in tracking this data.

Section B: Community Based Organizations Providing Services

In this section we are gathering data on Community Based Organizations that you are aware of that regularly provide services to your site. In particular, we are looking for those services such as Waiver Services that assist residents in maintaining their apartment and avoiding institutionalization.

Section C: Expected Outcomes and Progress

Participants are asked to target and report on four expected outcomes, or results and impact, of their service programs. The first two outcomes are identified under numbers 1 and 2 below. Two additional outcomes (numbers 3 and 4) are to be selected by participants.

Outcome 1: Resources leveraged to the development from other entities will increase. Complete and submit Section C Worksheet – Resources Leveraged or attach a similar listing of the various agencies involved in providing services to the development this quarter, including group services from community organizations, grants, and donations. (Do not include individual services such as home health visits.) State the type of assistance or support leveraged. Include the estimated in-kind cost, cash, or program dollars leveraged. Enter the total leveraged resources on the Quarterly Report, Section C, Line 1 - Resources Leveraged.

Outcome 2: Occupancy will be increased and turnover decreased as a result of services provided. Enter the number of move-outs and the destination or reason for moving. Enter the number of initial meetings or resident intakes completed between services staff and new residents. Enter the number of vacancies prevented by the provision of services. Explain.

Example Outcome 2

Vacancies prevented: 2.

One resident was cited for housekeeping violations and received an eviction notice; accepted housekeeping services, and passed subsequent inspections.

One frail elderly resident's incontinence was forcing a nursing home placement.

I helped her enroll in a clinical behavioral modification program to solve the problem successfully.

Outcomes 3 and 4. Additional Expected Outcomes. Identify two additional outcomes that you expect to achieve through the provision of services during 2007. These should be agreed upon with management and should be part of the site's plan of services. Report on progress made in achieving each of these outcomes. The following are possible outcome categories:

- Improvements to building/unit maintenance (e.g. decrease in domestic management citations).
- Occupancy/turn-over (e.g. decrease in evictions, increase in applications/waiting list).

- Lease compliance (e.g. decrease in rental delinquency).
- Direct assistance to residents (e.g. increase in services and benefits delivered to residents).
- Coordination with other social service delivery systems.
- Resident participation and social cohesion (e.g. increase in participation in resident organization, decrease in resident conflict).
- Commitment of funds and resources.

Example Outcomes 3 and 4

Expected Outcome 3: Direct assistance to residents: 10 residents will increase their spending power by participating in Tax Rebate Program.

Progress: 20 residents enrolled in program; 10 applied for and received a tax rebate. Thus 10 residents increased their spending power.

Expected Outcome 4: Resident participation: A resident organization will take a leadership role in developing social and recreational opportunities.

Progress: Held an initial meeting with residents with 15 in attendance. This group will meet again next month to discuss projects they might be interested in pursuing.

Section D: Identify any changes in service delivery that have been made this quarter. These include such items as staffing changes or events that disrupted or enhanced services.

