

# PHFA On-Line Supportive Services Reporting Instructions

**IMPORTANT:** DO NOT USE THE BACK ARROW AT ANY TIME ON THIS WEBSITE

## On-Line Supportive Services Reporting Webpage

1. Visit the PHFA’s website [www.phfa.org](http://www.phfa.org) .
2. On the upper right select “Partners.”
3. On drop down menu select “Multifamily Login.”
  - **Owner ID** – A 3-digit number designated for the specific site property and assigned to the online computer reporting administrator. Often times, the administrator is the property owner or property manager.
  - **User Name** – Assigned by the site administrator and should be a 7-15 character single word, which will be case sensitive.
  - **Password** – Must be 6-10 characters long, containing at least one capital letter and/or one number, which will be case sensitive. Upon the initial logon, a temporary password will be assigned as “Password 1.”



The image shows a web browser window displaying the PHFA Multifamily Housing login page. At the top, there is a header with the PHFA logo and the text 'Multifamily Housing'. Below the header, on the left side, there is a 'MENU' box with two options: 'Sign In' and 'Contact'. The main content area of the page has the heading 'Please login to access MULTIFAMILY at PHFA.' followed by three input fields: 'Owner ID :', 'User Name :', and 'Password :'. Below these fields is a blue 'Sign In' button.

Figure 1: Image of Multifamily Housing Login Screen.

**NOTE:** If the administrator can not be identified, email PHFA Website Account Representative at [fbobak@phfa.org](mailto:fbobak@phfa.org) and request an Owner ID and/or User Name.

Report is due January 31<sup>st</sup> Annually

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## Online Reporting System

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### Accessing the System

1. In the upper left corner, select “Supportive Services.”
2. Your “User Name” should display across top of screen in blue.
3. Where property is listed choose “Select.”
4. Ensure the proper Compliance Year is selected.
5. Next, select “New Supportive Services Report.” This is only done when creating a report for the first time in the compliance year. Once a report is started, at the next log in, it will appear at the bottom of the screen after selecting the property. To add more information to the report, click on “edit” and continue to add services.

Note: This is done to assure that the Annual Report is only created one time per year

### Entering Data

1. Begin by selecting “Add Service.”
2. Select “Type of Service” to expand a drop down menu with the service categories; Service Type definitions are available.
3. Select “Impact of service on residents/community” to expand a drop down menu with the service impacts; Impact of services are available.
4. Enter the data and select “Save Service.”
5. To Edit or Delete a Service in the list, select the corresponding Edit or Delete image to the right in each row.
6. Report all Supportive Services provided in the reporting period.
7. Data can be entered and saved throughout the reporting period.
8. When all entries are completed for the year, select “Submit Supportive Services Report to PHFA.”
9. Select “Sign Out” to exit.

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## Additional Menu Options

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### Contact

This section displays the contacts for website problems, tax credit compliance staff, and Sr. Management Reps for PennHOMES, LIHTC & Section 8 properties.

## Online Supportive Services Reporting Definitions

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### Source of Support

**Donated:** Community Based Organizations often provide services for residents at no charge such as Blood Pressure screenings, after school programming, wellness education, etc.

**Escrow Account:** Properties at development often set up this “Supportive Service Escrow” accounts designed to fund staff’s time & supplies related to supportive services.

**Operating Budget:** Supportive Services Programming is funded out of the properties Annual Operating Budget.

**Other:** All other sources of support (feel free to elaborate).

### Service Types

**Adult Activities:** Activities designed to engage residents, build positive community relationships, and promote independence including resident organizations, entertaining bus trips, holiday events, crafts, bingo, pot luck meals, etc.

**Energy Conservation/Education:** Activities designed to assist residents reduce energy utilization including educating residents on energy saving devices and systems through group presentations or one-on-one technical assistance; also included would be efforts on recycling & related “green” efforts (please describe).

**Housekeeping/Errands:** Assist in obtaining services to enable residents to remain in their home, including apartment cleaning, laundry, shopping, cooking. Provided through government programs, fee-for-service or volunteer assistance.

**Health Promotion & Health Services:** Assist in obtaining information and/or referral to services that optimize and maintain the resident’s physical health, including completion of forms related to health services, making appointments with medical providers and health related programming.

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**Job Training/GED/Education:** Assist by linking with educational service, schooling, vocational training and/or employment or volunteer opportunities, steps towards homeownership and homeownership.

**Life Skills Training:** Assist by making accessible training related to managing and maintaining all aspects of home, including money management, budgeting, bill paying, organization of personal records, housekeeping, home safety, home health, and energy conservation.

**Meals:** Arranging for services to ensure resident is receiving adequate nutrition, including congregate meals, meals on wheels programs, accessing emergency food programs/food banks, and grocery shopping or cooking services.

**Service Coordination:** Providing activities that improve the viability of the housing development and improve the quality of life for residents. Including increasing residents' access to services and facilitating their participation in programs that enhance their economic, social and mental well-being. Including assistance in applying for government entitlement programs (examples: rent rebates, food stamps), assessments, case management, conflict resolution, crisis intervention, lease education, newsletters, etc.

**Transportation:** Providing information regarding or arranging for the daily transportation for residents, including site vans and all types of public transportation.

**Youth Activities:** Activities designed to promote youth development, youth education, early childhood child care, and multigenerational programming.

**Other:** Any other service provided which does not seem appropriate to report under the previous categories.

## Impact of Services

Improved resident health and social interaction

Increased mobility & community involvement

Improved quality of life through access to services (ex: referrals for senior and disability services)

Increased household income (ex: employment/career referral& assistance, Rent Rebate, EITC)

Improved educational outcomes for children

Improved educational opportunities for adults (ex: GED to post-secondary education, trade school)

Reduced crime, theft and/or drug activity

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Savings to property management (ex: reduced legal fees, vacancy losses, turnover, evictions, and/or bed debt)

Increased community partnerships/community-building initiatives

Increased access to homeownership programs and support

**For more information:** Please contact your PHFA Regional Housing Services Representative.