

## **SUPPORTIVE SERVICES PLAN OUTLINE**

Describe the proposed supportive services plan using this outline and submit with a completed Service Provider Questionnaire. **Demonstrated commitment of sufficient funds for at least 15 years and meeting or exceeding the recommended minimum on-site staffing may result in an additional 5 points. A maximum of 10 points can be awarded.**

### **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 residents' ability to uphold their lease obligations, improve building and unit maintenance, increase family assets through programs for employment, education and income/asset building; and enhance quality of life through 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 that assures access to comprehensive services relevant to this population without major barriers to participation. 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 exclusively 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 and staffing.

### **5) Coordination with and commitment of community resources.** If other service providers are integral to this plan of services, include a letter of intent describing what services they will provide.