

SUPPORTIVE SERVICES PROGRAM

PHFA's Supportive Services Program, involves the integration of a social service system into the ongoing operation and management of low-to-moderate income housing. The resulting supportive environment contributes to a stable resident population and decreased management costs. Secondary benefits include improved maintenance within apartments, improved relations between management and residents, and increased resident satisfaction. These benefits have resulted in protection of property values through improved unit maintenance, a more stable resident population, and the increased marketability of service enriched housing.

The Agency's SSP relies on three basic principles:

1. Voluntary participation -Services are not mandated, nor are they bundled or packaged in such a way to force residents to purchase or accept services they do not want.
2. Universal availability- Services are available to all residents without eligibility requirements.
3. Resident input -The services provided and the service delivery method are determined, in part, by resident needs and interests.

Section 8 developments can participate in the Agency's program by meeting the following requirements:

- Implementation of an Agency-approved service plan. Service plans are effective for a three year period and include a budget with narrative.
- Completion of a resident survey every three years to provide feedback and help form the site's plan of services.
- Participation in Agency training and networking programs. Staff has available to them many training options, including the annual Housing Services Conference, regional forums, and web-based training that can be accessed through any computer and internet service.
- Contribution to the Housing Services Fund to support programming and educational initiatives (\$500 minimum).
- Participation in PHFA Services Performance System (AASCOOnline or Family Metrics) for online reporting.

Benefits of participation include:

- An increase of ½ of 1% in management fee for continued service delivery and full compliance with above requirements. (HUD-Insured Section 8 ("H") developments are subject to HUD approval).

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- Enhanced quality of life for residents.
- Protection of the physical investment through reduction in turn over, 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 Housing Services Representatives.

To explore the opportunities associated with participation in PHFA's Supportive Services Program, contact your regional Housing Services Representative (HSR):

- Eastern PA – (610) 270-1989
- Philadelphia – (610) 270-1560
- Central PA – (717) 780-3962
- Western PA – (412) 429-2843

In addition to the technical assistance the HSR can provide, additional resources are available including: program manuals, Quick Connections (monthly electronic news service), regional and statewide training, networking opportunities, a Service Coordinator's wiki, access to the Certificate in Elder Service Coordination: provided through a partnership with the Rural Communities Institute of California University of Pennsylvania, and other resources.

More detailed information on the Supportive Services Program is available from the Manager of Housing Services at (412) 429-2841.