

# **PennHOMES, Low Income Housing Tax Credit**

## **Commitment to Provide Services**

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Properties financed through the Agency's PennHOMES and Low Income Housing Tax Credit (LIHTC) and other financing programs must meet their commitments to provide appropriate services for the resident population. The services finalized at loan commitment will be verified through monitoring by Agency staff. These include commitments to provide supportive services as outlined in the application, as evidenced by legal documents and agreements with PHFA, restrictive covenants, and funds in the operating budget.

Failure to provide the agreed upon services may impact consideration of future Agency financing applications. Developments may be considered as non-compliant with the Low Income Housing Tax Credit regulations if the original application received ranking consideration for resident services that are subsequently not provided.

Applications that include supportive services and are approved for a tax credit reservation or loan commitment should have arrangements for agreed upon services to be in place prior to occupancy. Agreements between the property management company and service provider organizations should identify:

- The responsibilities of the management company and the service provider.
- Methods to identify resident needs.
- A plan to implement services, including location and frequency of services and/or activities.
- Sources of funding to sustain the supportive services program.

If no such commitment to provide services exists, property management should periodically evaluate whether or not services would positively impact the property and residents. Excessive maintenance expenses, legal costs, housekeeping citations, and vacancies are all factors that may be remedied through service-enriched housing.

## **Service Provider Questionnaire**

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An organization that is to be designated as a service provider must complete the Service Provider Questionnaire. This questionnaire is to be submitted with the application (use the most current version from the current year of the Multifamily Housing Application) or any time there is a change in the service provider. Department staff will review the information provided to determine whether or not that organization is approved to provide services.

## **Review of Supportive Services Plans**

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The Housing Services Department reviews each application for PennHOMES and Tax Credit financing. The quality of the submitted plan for services is measured against the criteria set forth in the Agency's Multifamily Housing Application. These criteria include awareness of potential needs of the target population, knowledge of and connections to community resources, the plan to deliver and fund services, and service provider qualifications.

## **Revisions to the Supportive Services Program**

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

- The regional Housing Services Representative should be contacted prior to submitting a revised supportive services plan.
- If the revision requires an increase **or** decrease in expenditures, the request will include a description of the budgetary impact, staffing changes, implementation date, and justification for the change in expenditures.
- If the revision involves the 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.

## **Program Monitoring and Reporting**

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Housing Services Department staff monitors on-site supportive services programs through site visits and collaboration with the Agency's Housing Management and Technical Services staff.

### **1. Site Visits**

The regional Housing Services Representative performs a site visit during the first year of occupancy. Thereafter, on-site services are monitored periodically according to the Department's regional strategy and in collaboration with other Agency staff. Factors that may trigger closer attention include non-compliance with program requirements as outlined in the commitment documents, a request for technical assistance, or orientation of new service providers and staff. The HSR is also available upon request to provide technical assistance to site staff.

### **2. Reporting Responsibilities**

PennHOMES properties that applied for funding after 2004 are required to report on their services program. This information, which describes the services provided and their impact on the property and residents is included in the Annual Supportive Services Report, which is an attachment to the PennHOMES Annual Report. The report is accessed via [www.phfa.org](http://www.phfa.org) and clicking log-in then Multifamily Housing. This annual report is part of end of year reporting requirements for the development and is due January 31<sup>st</sup> of each year. Properties funded prior to 2004 are also encouraged to submit an annual report.