PHFA On-Line Supportive Services Reporting Instructions

On-Line Supportive Services Reporting Webpage

1. Visit the PHFA's webpage www.phfa.org.

2. On the upper right select "Partners."

3. On the drop down menu select "Multifamily Login."

4. Under "Menu" select "Sign In."

- **Owner ID-**A 3 digit number designated for the specific property owner and assigned to the online reporting administrator. Often times, the administrator is the property management company.
- **User Name-** Assigned by the administrator and should be a 7-15 character single word, which will be case sensitive. Special characters **are not** allowed.
- **Password**- Must be 6-10 characters long, containing at least one capital letter and one number, which will be case sensitive. Special characters are allowed. Upon the initial logon, a temporary password will be assigned.
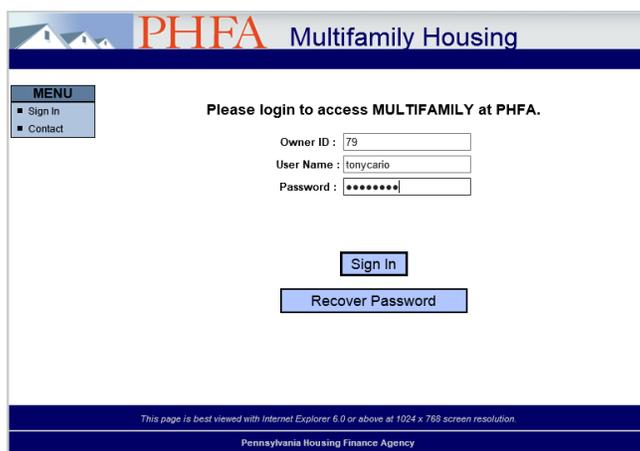

Figure 1: Image of Multifamily Housing Login Screen.

Note: Password recovery function available by clicking on "Recover Password": however, your email address must be entered in the user profile.

If the administrator cannot be identified, click on "Contact" button and request Owner ID and/or User Name from administrator list.

Report is due January 31st Annually for the Previous Year

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1. After logging in, select "Supportive Services" in the upper left corner.
2. Your "Name" should display across top of screen in blue.
3. Where property is listed choose "Select."

Entering New Data

1. Ensure the proper Compliance Year is selected.
2. Select "New." This is only done when creating a report for the first time in the compliance year.
3. Select "Add Service."
4. Next to "Type of Service" press the arrow to expand a drop down menu with the service categories. "Type of Service" definitions are on pages 5 and 6. For the "Service Coordination" category, the total number of hours that a Service Coordinator (or Property Manager providing Service Coordination) is scheduled for the property should be put in the reporting system as a single entry. The "Service Provided" for this category should include everything that was done and put in the text field. If more space is needed, use the empty field box at the bottom of the reporting system.
5. In the field next to "Service Provider," type in the organization/group that provided the service. This should never be a personal name. If a resident or Resident Association provides the service, use "resident" or "Resident Association" as the Service Provider, not the individual's name.
6. In the field next to "Service Provided," type in what service was provided. Keep it short, a narrative is not necessary; i.e. wellness checks, ice cream social, etc. Reference #4 for "Service Coordination" category instructions.
7. Next to "Source of Support" there are 2 options, you MUST select a Primary. Please see Source of Support Definitions on page 4 for guidance on which option to choose. If more than 1 source was used, choose a "secondary" in addition to the "primary."
8. In the field next to "# Hours of Service," enter a whole number. This is the amount of time you spent with a resident or the amount of time a program or activity ran. You need to round-up to the closest hour; i.e. if a program ran 1 ½ hours, you will report it as 2.
9. In the field next to "#of unduplicated residents served," enter the number of unduplicated residents. Attendance sheets should be kept for each program/activity that takes place at

the property. A resident should only be counted once for a program/activity that takes place more than once in a calendar year; i.e. wellness checks. If a newsletter/calendar is distributed, the # of unduplicated residents for the "Service Coordination" category is the number of residents at the property.

10. Next to the "Outcome of service on residents/community," select at least 1 box, more than 1 can be checked. List of outcomes is on page 6.

11. After all the data has been entered, select "Save Service."

12. To Edit or Delete a Service in the list, select the corresponding Edit or Delete image to the right in each row.

13. Report all Supportive Services provided in the reporting period.

14. Data can be entered and saved throughout the reporting period.

15. When all entries are completed for the year. Select "Submit Supportive Services Report to PHFA." Submit between January 1st and January 31st for previous calendar year.

16. Select "Sign Out" to exit.

17. The "back arrow" button should never be used.

Updating Data

1. Sign into the reporting system using your credentials.

2. At the top of the page where the property is listed choose "Select" for the report that you want to work on. There will be more than 1 property listed if you are responsible for multiple properties.

3. Housing Services History will be at the bottom of the screen.

4. The following icons will appear

 Click on icon to **view** a report

 Click on icon to **edit** a report

 This icon will **delete** a report.

5. Once a report is started; at the next log in it will appear at the bottom of the screen after selecting the property.

6. To add more information to the report, click on "edit" and continue to add services.

7. If the " submit" button is clicked prior to completing it, click on the "edit" icon. This will allow you to continue entering information by creating an additional report.

DO NOT CLICK THE SUBMIT BUTTON UNTIL REPORT IS FINALIZED

Additional Menu Options

Contact

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

Online Housing Services Reporting Definitions

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" account designed to fund staff's time & supplies related to supportive services.

Operating Budget: Supportive Services Programming is funded out of the property's Annual Operating Budget.

Other: This is to be used when residents use their own funds for a program/activity; i.e. flu shots, potluck dinners, etc.

NOTE: More than one source of support may be selected.

Type of Service

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).

Family Activities: Events designed to engage family units and help build stronger relationships.

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.

Homeownership Activities: Providing range of homeownership activities that help residents develop the skills, resources, partnerships, strategies they will need to be successful homeowners and homeownership.

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

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.

Outcome of service on residents/community

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

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

Increased community partnerships/community-building initiatives

Increased access to homeownership programs and support

 Note: More than one outcome may be checked.

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