

Program Requirements

Commitment to Provide Services

All properties financed through any of the agency's 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

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 (see Supportive Services Plan & Questionnaire link under Forms in this document). Department staff will review the information provided to determine whether or not that organization is approved to provide services..

Review of Supportive Services Plans

The Housing Services Department reviews each application. 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

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

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. Completion of a Resident Survey

At least every three years, management or the service provider will solicit resident input. The findings from that input are to be reported to the Housing Services Department and incorporated into each site's service plan (see Three year plan template under forms at the end of this document). The purposes of the resident survey are to determine the service needs and interests of residents, and to provide a basis for making appropriate refinements and improvements in the delivery of the service to residents.

3. Development and Implementation of an Agency Approved service plan

A service plan based on the resident survey is submitted to the regional Housing Services Representative every three years. Approval from the Department must be received prior to service plan implementation and expenditure of funds. The three year plan (services plan) template link can be found at the end of this document.

4. Reporting

All properties that applied for funding are required to report on their services program. This information, which describes the services provided and their impact on the property and residents is accessed via the PHFA Multifamily Housing reporting website <http://multifamily.phfa.org>. This annual report is part of the end of

year reporting requirements for the development and must be completed by January 31 for the prior calendar year.

5. Attendance at Agency Trainings

Appropriate staffs representing a site and its supportive services program are expected to attend the Agency's regional Supportive services forums, the annual conference and professional development workshops. Expenses related to attendance at such trainings should be included in each site's operating budget.

Section 8 Additional Information

Eligible sites are invited to renew or enter into a formal agreement with the Agency to participate in the Section 8 Supportive Services Program for the upcoming calendar year. Owners and Agents of participating developments contribute to the cost of providing training and Technical assistance for on-site managements and staff through an annual minimum contribution of \$500 per site. This contribution to the Housing Service Department Training Fund may be tax deductible.

Please note, interruptions of service or inadequate service delivery will necessitate administrative review and may result in suspension of the incentive management fee.

Forms

[Supportive Services Plan and Questionnaire Instructions](#)

[Supportive Services Plan and Questionnaire Form](#)

[PHFA Supportive Services Annual Reporting Instructions](#)

[PHFA Supportive Services 3 Year Plan Template](#)