

Section 8 Program Requirements

All of the Agency-financed senior Section 8 properties are eligible to participate in the Senior Supportive Services Program.

Requirements for Participation in the Section 8 Senior Supportive Services Program

There are five basic conditions that must be met in order for Section 8 properties to fully participate in the Agency's Senior Supportive Services Program. Fulfillment of all requirements of participation may qualify owners/agents for an incentive management fee for the term of the site's full compliance.

1. Participation Agreement

Eligible sites are invited to renew or enter into a formal agreement with the Agency to participate in the Senior Supportive Services Program for the following 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 Services Department Training Fund may be tax deductible.

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. 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 service to residents.

3. Development and implementation of a Agency approved service plan

A service plan based on the resident survey is submitted to regional Housing Services Department staff upon entry into the Senior SSP and every three years thereafter. This plan for supportive services includes a summary of resident needs and proposed responses to those needs, budget impact and source of funding as well as goals and outcome measures. Approval from the Department must be received prior to service plan implementation and expenditure of funds.

4. Timely reporting of service statistics

Participating sites are required to submit an Annual Report using either PHFA's On-line Reporting or AASC Reporting. Annual reports are due January 31.

5. Attendance at Agency training

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 training should be included in each site's operating budget.

Program Monitoring and Reporting

Housing Services Department staff monitors on site supportive services programs through site visits and reports.

1. Site Visits

The regional Housing Services Representative performs a periodic site visit. The purposes of these site visits are to:

- Verify that the stated on-site supportive services plan is being implemented and is effectively meeting the needs of residents.
- Provide assistance in program development, implementation, and evaluation.
- Solicit input from building owners, management, staff, and residents regarding the Agency's Supportive Services Program and areas needing improvement.

2. Reports

Participating sites are required to submit Annual reports using PHFA's On-line Reporting system. Reports are due January 31 of each year. Data from these reports are used to gauge progress in meeting program goals and, when possible, are used to substantiate program outcomes and impact.

Revisions to Plan of Services and Budget

Revisions to the Annual Supportive Services Plan may be necessary for many reasons including changes in the resident population, changes in available community programs and resources, or changes in the service provider.

The Housing Services Department must approve revisions to a supportive services program. Regional staff coordinates 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, a revised program budget, 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 schedule, and rate of pay should be included.
- After Agency review, site management will be notified in writing whether or not the request is approved.

Interruptions of service or inadequate service delivery will necessitate administrative review and may result in suspension of the incentive management fee.

Benefits of Participation

- Enhanced quality of life for residents.
- Protection of the physical investment through reduction in turnover, 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 Agency staff:

Central PA	Martha McGraw	717.780.3962
Eastern PA	Alicia Spencer	610.270.1560
Western PA	Dawn Bartha	412.429.2843
Philadelphia	Robert Butcher	610.270.1560

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

For more information on the program please email housingervices@phfa.org .