

Department of Housing and Urban Development

Multifamily Housing Service Coordinator Program

PROGRAM OVERVIEW

Purpose of the Program

Assists the elderly and individuals with disabilities, development and community residents, to obtain specific community-based supportive services they need to continue living independently.

Program Description

- Three year grants to employ and support Service Coordinator
- Enable aging in place and independent living
- Create supportive community

What is a Service Coordinator?

- Social service staff person hired or contracted by owner or management agent
- Member of management team
- “Linchpin” in linking housing and services to residents

What Does a Service Coordinator Do?

- community building
- conflict resolution
- crisis intervention
- education and training resource
- information and referral
- market research
- outreach
- problem solving
- resident advocacy and empowerment
- service planning & brokering
- service program evaluation & monitoring

Alternative Funding

- Owners may request rent increases, special rent adjustments, and approval to use residual receipts or excess income pursuant to *Management Agent Handbook* 4381.5, Chapter 8.
- Can do this at any time

Available Funds & # Grants

FY 2004

- \$19,018,737
- 123 grants

FY 2005

- \$10,000,000
- 65 grants

Application Due Date

June 24, 2005

Determining Grant Amount

Amount of Grant Award
based on:

- number of residents
- comparable salaries in area
- service needs

Eligible Applicants

- Owners of eligible developments
- Meet all threshold requirements of Section III.C of General Section
- Approved to conduct new business with HUD, based on previous participation activities
- ALCP applicants

Ineligible Applicants

- Property management companies
- Area agencies on aging
- Such agents may prepare and sign application documents with authorization from owner.
- Owner corporation indicated on all documents as funding recipient.

Eligible Developments

- Section 202 Direct Loan
- Project-based Section 8 (including Sec 8 Moderate Rehab)
- Section 221(d)(3) below-market interest rate and 236 developments that are insured or assisted
- Frail or at-risk elderly and/or disabled residents - at least 25 percent of all residents

More Eligible Developments

- Designed for elderly or persons with disabilities and continue to operate as such
- Current in mortgage payments or have a workout agreement
- REAC score 60 or better or have an approved plan

More Eligible Developments

- Compliance with regulatory agreement, HAP Contract, other directives
- Have no other available project funds to pay for a Service Coordinator

Ineligible Developments

- Family developments
- Section 202/811 PRACs
- Section 221(d)(4) and RHS 515 developments without project-based Section 8
- Conventional Public Housing and project-based vouchers

Eligible Costs

- Salary
- Fringe benefits
- Quality assurance
- Training and Travel
- Supplies and Materials
- Setting up a confidential office
- Other administrative

Quality Assurance

- Program evaluation
- Performed by qualified third party
- At least one annual review
- Identify program outcomes and performance indicators
- Cap is 10% of Salary amount

Start-Up Costs I

Setting up a confidential office space

- One-time only, start-up cost
- Acquisition, leasing, rehabilitation, or conversion of space
- Approved by HUD Field Office staff, who will perform an environmental assessment

Start-Up Costs II

- Purchase of office furniture and equipment
- Computer hardware, software, and Internet service

More Eligible Activities

- Augment existing SC program
- Continue a SC program previously funded through other sources.
 - Evidence that funding ends within six months following application deadline
 - No other funding mechanism available
 - Previous source - other than HUD subsidy or grant award

More Eligible Activities

- **Serve low-income elderly or disabled families living in the vicinity of an eligible development**
- **Community residents come to your site**

Prohibited Functions

Service Coordinators cannot:

- **Manage social /recreational activities**
- **Provide direct supportive services**
- **Administer medication**
- **Perform property management**
- **Direct Neighborhood Network centers**

Ineligible Activities

- Apply for renewal or extension of subsidy or grant award
- Increasing project's management fee
- Serve only community Residents
- Audit and legal fees

More Ineligible Activities

- Supervision by property management staff
- Training courses for property management staff
- Cost overruns for office space

Program Requirements

- Make private office space available
- Keep residents' files in secured location
- Provide supervision, training, & continuing education
- Section 202s have residual receipts account

More Program Requirements

- Environmental review may be required
- Grant term: 3 years; renewable subject to available funds
- Subgrants and Subcontracting

Reporting Requirements

- 2 semi-annual Financial Status Reports (SF-269)
- 2 semi-annual Performance Reports (HUD-92456)
- Annual Logic Model form
- Periodic LOCCS Payment Vouchers (HUD-50080-SCMF)
- 1 annual QA review report

Application Selection Process

- **Field staff review and approve applications based on eligibility criteria**
- **Forward information to HQ**
- **SC funds set-aside for ALCP and former project-funded programs**
- **Headquarters conducts national lottery**

Threshold Requirements

- Budget and Narratives
- Respond timely to technical deficiencies

Application Submission Requirements

- Single project applications
- Multiple project applications
- Same Field Office - no limit to # applications or projects

Application Submission Requirements (cont...)

- **Projects located in different Field Office jurisdictions - separate application to each Field Office**
- **Joint applications - multiple owners**
- **No minimum unit number**

Submission Requirements - ALCP Applicants

- **Submit all required SC application materials**

SC Funds for ALCP Applicants

- Serve:
 - ALCP residents only or
 - all residents
- Add hours to existing program or create new program
 - number of additional hours per week
 - explanation based on anticipated needs
- Include your application in SC lottery if not selected for ALCP award

Application Items

- Service Coordinator First-Time Funding Request, form HUD-91186
- “Previous Participation Certification” (form HUD-2530)
- Evidence of comparable salaries
- Bank statement showing residual receipts, excess income
- Evidence that prior funding sources not available

More Application Items

Narratives –

- Estimating numbers of frail, at-risk, disabled
- Quality assurance proposal
- Plan to provide private office space
- Augmenting SC program
- Plan to serve community residents
- ALCP applicant's plan

Standard Forms

- Application for Federal Assistance, SF-424
- SF 424 Supplement – Survey on Ensuring Equal Opportunity for Applicants
- Program Outcome Logic Model, HUD-96010

More Standard Forms

- Applicant/Recipient Disclosure/Update Report, HUD-2880
- Disclosure of Lobbying Activities Certification, SF-LLL
- Facsimile Transmittal, HUD-96011

Electronic Submission

- www.grants.gov
- Download SC NOFA
- Get DUNS Number
- Central Contractor Registry
- Credential Provider
Registration

Electronic Submission (cont...)

- Forms part of downloaded application
- Narratives submitted via MS Word attachment
- Scan or Fax other documentation
- Fax Transmittal HUD-9611, (800-HUD-1010)

Electronic Submission (cont...)

- For technical assistance using Grants.gov:
- 1-800-518-Grants or email support@grants.gov
- 7 a.m. to 9 p.m.

NOFAs

1-800-HUD-8929
(1-800-483-8929)

Good Luck!