

# **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 2005

- \$15,433,482
- 92 grants

## FY 2006

- \$10,000,000
- 65 grants



# **Application Due Date**

**June 16, 2006**

# 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, 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

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

- Augment existing SC program
- Apply for renewal or extension of subsidy or grant award
- Increasing project's management fee
- Serve only community residents



# More Ineligible Activities

- Audit and legal fees
- 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)
- 2 semi- annual Logic Model forms (HUD-96010)
- 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

# Multiple Project Apps

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

# Multiple Projects Cont'd

- 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**

# NOFAs

- Grants.gov
- HUD.gov
- 1-800-HUD-8929  
(1-800-483-8929)

# Electronic Submission

- [www.grants.gov](http://www.grants.gov)
- Download SC NOFA
- Get DUNS Number
- Central Contractor Registry
- See Early Registration Guidance
  - General Section & webcast

# Electronic Submission

## Cont'd

- Forms part of downloaded application
- Narratives submitted via MS Word attachment
- Scan or Fax other documentation
- Fax Transmittal HUD-96011, (800-HUD-1010)

# Electronic Submission Cont' d

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

# Application Receipt

- Applications received and validated by Grants.gov by 11:59:59 PM on deadline date

# Paper Application Receipt

Paper application  
submissions received by  
HUD by deadline date

- No 15 day grace period
- Hand-delivery ok



# Application Items

- Service Coordinator First-Time Funding Request, form HUD-91186
- 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
- Plan to serve community residents
- ALCP applicant's plan

# Logic Models

Drop down lists to select the items that reflect the activities and outcomes you plan to undertake and achieve.

# 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**

***Good Luck!***