

Guidelines for Resident Community-Based Services Coordination Plan

As certified in the Request for Applications, the Owner shall submit a service coordination plan at credit underwriting. The provision of community-based services coordination will be the responsibility of the Owner, but may be in conjunction with public and/or private partnerships as approved by the Corporation in credit underwriting. The following guidance is provided by Florida Housing Finance Corporation to assist Owners that are awarded funding to submit a service coordination plan that meets the purpose of the RFA. The service coordination plan will be reviewed and is subject to approval by Florida Housing Finance Corporation.

I. Service Delivery System - The Resident Community-Based Service Coordination Plan (the Plan) must clearly answer where, by whom, and how services are being delivered to the residents of the Development. The Plan must ensure access to a full range of support services to the residents. In many cases these services can be provided through outside organizations in the area; however, the Owner is responsible for ensuring that the Plan is in place and active.

The following service delivery components must be included in the Plan;

A. A description of how services will be delivered to the residents.

1. Who is providing service coordination to the residents of the Development?

Staff of the Development

Provide a brief description demonstrating the qualifications and professional experience of the staff that is providing service coordination to the residents. State if the staff dedicated to service coordination is full time, and if the staff has regular daily presence at the property.

External Agency or Organization Providing Service Coordination

Name:

Provide a brief description demonstrating the mission, qualifications, experience, and professional staffing of the agency or organization providing the service coordination to the residents of the Development.

2. Where is service coordination being performed?

On the site of the Development.

Off-site. Please list the name and address of the location. _____

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II. Level of Services - In order for a Resident Community-Based Services Coordination Plan to be approved, the Plan must include a provision of a *substantial level of services* targeted to the Special Needs population to be served by the Development. The services must include those that are essential for tenants to sustain themselves in permanent housing.

The following components must be included in the service coordination plan:

- A. A description of the Special Needs population served by the Development.
- B. A brief statement of how the services coordination to be provided will meet the needs of the Special Needs population.
Note for II B.: Only **one** specific and comprehensive plan should be submitted, regardless of the nature of the tenants targeted for the Permanent Supportive Housing units. (If you are proposing to serve diverse populations (i.e. individuals with mental illness, frail elders, survivors of domestic violence), you must address the service distinctions designed to meet their unique needs.)
- C. Provide a list of the services that will be made available to tenants of the Development. Do not list every service generally available in the community, but only the services that will actually be offered as part of the service coordination. At a minimum, the following services must be made available:
 - a. Outreach and engagement programs that are designed to serve people who have difficulty accessing services;
 - b. Information and referral services;
 - c. Counseling on government benefits, financial assistance programs, and legal representation, in accordance with the tenant's preferences;
 - d. A designated individual or team responsible for the coordination of services to the resident;
 - e. Community-based services planning and coordination, and/or case management;
- D. The Plan must demonstrate that the services listed have been oriented to the needs and preferences of each intended resident in assisting them to access services related to health care, independent activities of daily living, employment, and income. Provide a narrative that describes how the Plan will allow access to the above services and foster housing stability.
- E. Services must be available to residents at convenient hours and locations.
 - 1. Include how many hours of services will be provided, including the minimum standard of the number of hours that services are delivered.
 - 2. Provide the location of the service provision; if provided off-site, please include the address of the location.
- F. How often is the Resident Community Based Service Plan revised? What is the process for determining if the Plan must be revised?
- G. The Plan shall contain service delivery goals and specific performance measures that evaluate the outcomes of housing stability and service delivery. Please provide a narrative that describes how goals and outcomes will be measured.

- H. Attach documentation of the funding commitments for service coordination for the services identified. The written documentation must include a proof of commitment by the service coordination provider, such as a letter, a Memorandum of Understanding or a similar contract, that includes the signature of the Executive Director.