
Supportive Services Plan

To determine the capacity of the service provider, all Applicants requesting consideration for resident services for Supportive Housing Development must submit this Supportive Services Plan at Tab 16. If the Project has more than one Service Provider, each Service Provider must complete this Supportive Services Plan to receive points for that service.

Please answer Question 1 through 18 in Narrative Form.

GENERAL INFORMATION

1. Summarize the service provider's mission and goals for the current fiscal year.
2. How many years has the service provider been active in delivering social services? If the service provider has no experience in delivering social services, describe the service provider's experience with and knowledge of the community that the service provider will serve. Identify other community agencies with whom the service provider will collaborate. If claiming points for a Veterans Project under Tab 17 – Occupancy Preferences in the 2017 QAP, Applicant must demonstrate that the service provider listed in the supportive services plan has a minimum of two years' experience providing the required services stated therein to the resident population.
3. Describe other activities, aside from social services, in which the service provider is engaged.

EXPERIENCE IN SERVICE-ENRICHED HOUSING

4. Is the service provider currently involved in service-enriched housing programs? If yes, summarize experience in providing supportive services on-site for residents. Include name of housing development(s), property management company/companies, and type of service(s) provided. If no, please describe methods that will be used to increase your company's knowledge and understanding of providing service-enriched housing.

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5. Describe collaborative efforts that demonstrate the service provider's capacity to deliver supportive services. Please identify organizations or companies involved in the collaboration and the nature of the organization's involvement.

PERSONNEL

6. How many people are employed by the service provider organization?
7. List the job titles of personnel who will work directly with residents of the proposed property. Insert an organizational chart behind this Supportive Services Plan, identified as Question #7.
8. Insert resume(s) of key personnel who will be responsible for directly providing services in this proposed development. Place the resume(s) behind the organizational chart that is required for Question #7. If new staff must be hired in order to implement the work at this property, insert job description(s), including qualifications in lieu of resumes. Identify resources to pay for cost of salaries:
9. Are key personnel currently involved in service-enriched housing programs at other properties? If yes, explain how many properties, how many total units, where they are located, the amount of hours invested and how many hours at each property will be divided between current responsibilities and responsibilities at the new development.

STAFF PROFESSIONAL DEVELOPMENT

10. List the names of the professional training courses/workshops/seminars that staff who will be involved with this project, have completed over the past 3 years. (List job title of staff, training attended, and date of training.)

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11. Will participation in this service-enriched housing program require additional staff professional development? If yes, describe training and/or skills that will need to be developed or improved.

PROJECT SPECIFIC SERVICE PROGRAM

12. Target Population: Define the target population and demonstrate that a significant number of residents are expected to need and benefit from the planned programs and services. If the Project is a Mixed Occupancy project, specify the applicable mix here.

13. Goals/Expected Outcomes

- a) Describe the service provider's philosophy and guiding principles as they relate to providing service to the chronically homeless, households with children, older persons, veterans, and other Special Populations, as applicable to this project.

- b) Describe the specific goals of the supportive services program and how they relate to the anticipated needs of residents. Examples: Chronically Homeless, Households with Children, Older Persons, Veterans//provide necessary supports, such as child-care, after-school care and transportation, to enable residents to maintain significant employment. To maintain health of residents through educational programs, health screenings, and fitness and nutrition programs.

- c) Describe expected outcomes related to each goal and how impact/success will be measure or identified.

- d) Describe how the program will identify and respond to the changing needs of residents over time. (Example: regularly scheduled resident meetings, needs assessments, surveys, focus groups, etc.)

14. Implementation of Services, Programs and Activities:

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- a) Describe the services and activities planned for residents of the proposed developments. These may included (but are not limited to) child-care programs, after-school and summer children and youth programs, counseling programs, parenting skills classes, budget education, pre-vocational training, D&A Programs, family violence prevention, crime prevention, on-site service coordination or goal-oriented case management, health services, screenings and education, housekeeping, on-site meals, transportation, benefits counseling, wellness activities, and social and recreational programming.
- Identify the party responsible for providing each service.
 - How and where will the service be provided
 - Frequency of program or activities (daily, weekly, monthly, etc.)
 - Eligibility requirements for resident participation.
 - Identify each service claimed for points by including them in the narrative with a heading that is capitalized. Ensure the description matches what is required in the QAP (i.e. computer training, not computer lab.)
- b) Describe service provider's method to encourage resident participation.
- c) Describe the staffing plan and supervision responsibilities. Plans that include a service coordinator position as a primary component should consider the ratio of one hour per week to every five residents as a guideline. In order to qualify for points under Tab 21 the service would have to be dedicated to the site for a minimum of 40 hours per month.
15. Budget and Source of Funds: Provide an annual budget that identifies the costs associated with the implementation of the services identified above. Identify the source of funds. Funds must be available for the life of the program. Programs claimed for points must be in place through the Extended Use Period.

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16. Evidence of Coordination with Community Resources: If community service providers are expected to be involved in the delivery of services for the residents, include a Memorandum of Understanding (MOU) that firmly commits the services that describes their intended involvement and Form 20 or 21 as applicable. MOUs must be inserted behind the documents attached for Questions 7 and 8.

VETERANS PROJECTS ONLY

17. Describe case management services planned for residents of the proposed development, and a veteran specific outreach plan. Insert letters of support and collaboration from the nearest veterans administration, hospital or community based outreach group, and the Arizona Department of Veterans Services demonstrating the coordination of veteran specific resources and services. Letters must be inserted behind the documents attached for Question 16.