

## **HUD Master Models (2007)** *Service Coordinators in Multifamily Housing*

### **Service Coordinator** **Service Coordinators in Multifamily Housing**

To ensure that elderly persons and people with disabilities who are residents of multifamily insured and assisted housing developments are linked to the supportive services they need to continue living independently.

### **Need Statements**

#### **Service Coordinators**

There is a lack of service coordinators in multi-family housing to link low-income elderly persons and people with disabilities to the supportive services they need in order to continue living independently.

### **Activities and Outputs**

|   |            |
|---|------------|
| Assist residents in applying for benefits – Benefits                        | Benefits   |
| Assist residents in applying for benefits – Residents                       | Residents  |
| Coordinate assisted living services   | Residents  |
| Coordinate preventive health and other educational activities               | Sessions   |
| Create a directory of community service providers                           | Directory  |
| Create supportive services – Residents                                      | Residents  |
| Create supportive services – Services                                       | Services   |
| Educate property management staff on aging in place issues – Persons        | Persons    |
| Educate property management staff on aging in place issues – Sessions       | Sessions   |
| Educate property management staff on service coordination issues – Sessions | Sessions   |
| Educate property management staff on service coordination issues – Persons  | Persons    |
| Help residents build informal support networks                              | Residents  |
| Monitor the activities and services of residents                            | Residents  |
| Refer residents to available supportive services – Residents                | Residents  |
| Refer residents to available supportive services – Services                 | Services   |
| Train residents in obligations of tenancy – Residents                       | Residents  |
| Train residents in obligations of tenancy – Sessions                        | Sessions   |
| Units referred to services  | Units      |
| Work and consult with tenant organizations                                  | Activities |
| Other   | Other      |

### **Outcomes and Indicators**

|   |           |
|---|-----------|
| Decrease in monthly living expenses                             | Dollars   |
| Receipt of healthcare services enabling independent living      | Residents |
| Receipt of home management services enabling independent living | Residents |
| Reduction in eviction actions initiated due to lease violations | Evictions |
| Reduction in move-outs to higher level care                     | Residents |
| Units receiving services  | Units     |
| Other   | Other     |

### **Measurement Tools**

|   |
|---|
| <b>A. Tools to Track<br/>Outputs and Outcomes</b> |
|   |
| Bank accounts                                     |
| Construction log                                  |
| Database  |
| Enforcement log                                   |
| Financial aid log                                 |
| Intake log  |
| Interviews  |
| Mgt. Info. System-                                |

|   |
|---|
| automated                               |
| Mgt. Info. System-<br>manual            |
| Outcome scale(s)                        |
| Phone log                               |
| Plans                                   |
| Pre-post tests                          |
| Post tests                              |
| Program specific form(s)                |
| Questionnaire                           |
| Recruitment log                         |
| Survey                                  |
| Technical assistance log                |
| Time sheets                             |
| Other                                   |
|   |
| <b>B. Where Data are<br/>Maintained</b> |
|   |
| Agency database                         |
| Centralized database                    |
| Individual case records                 |
| Local precinct                          |
| Public database                         |
| School                                  |
| Specialized database                    |
| Tax Assessor database                   |
| Training center                         |
| Other                                   |
|   |
| <b>C. Source of Data</b>                |
|   |
| Audit report                            |
| Business licenses                       |
| Certificate of Occupancy                |
| Code violation reports                  |
| Counseling reports                      |
| Employment records                      |
| Engineering reports                     |
| Environmental reports                   |
| Escrow accounts                         |
| Financial reports                       |
| GED<br>certification/diploma            |
| Health records                          |
| Inspection results                      |
| Lease agreements                        |
| Legal documents                         |
| Loan monitoring reports                 |
| Mortgage documents                      |
| Payment vouchers                        |
| Permits issued                          |
| Placements                              |
| Progress reports                        |
| Referrals                               |
| Sale documents                          |
| Site reports                            |
| Statistics                              |
| Tax assessments                         |

|   |
|---|
| Testing results                               |
| Waiting lists                                 |
| Work plan reports                             |
| Other   |
|   |
| <b>D. Frequency of Data Collection</b>        |
|   |
| Daily   |
| Weekly  |
| Monthly                                       |
| Quarterly                                     |
| Biannually                                    |
| Annually                                      |
| Upon incident                                 |
| Other   |
|   |
| <b>E. Process of Collection and Reporting</b> |
|   |
| Computer spreadsheets                         |
| Flat file database                            |
| Manual tallies                                |
| Relational database                           |
| Statistical database                          |
| Other   |

**Evaluation Process – These are standard requirements that HUD will expect every program manager receiving a grant to do as part of their project management.**

- An evaluation process will be part of the on-going management of the program.
- Comparisons will be made between projected and actual numbers for both outputs and outcomes.
- Deviations from projected outputs and outcomes will be documented and explained.
- Analysis of data to determine the relationship of outputs to outcomes; what outputs produce which outcomes.

**HUD Will Use The Following Questions To Evaluate Your Program**

1. How many residents received community-based services through the assistance of a Service Coordinator?
2. How many referrals were provided to residents?
3. What was the value in dollars of referred services provided by other community based organizations?
4. What was the reduction (#) in move-outs to higher level care?
5. What was the reduction (#) in eviction actions initiated due to lease violations?

### **Carter-Richmond Methodology**

The above Management Questions developed for your program are based on the Carter-Richmond Methodology<sup>1</sup>. A description of the Carter-Richmond Methodology appears in the General Section of the NOFA.

<sup>1</sup>© The Accountable Agency – How to Evaluate the Effectiveness of Public and Private Programs,” Reginald Carter, ISBN Number 9780978724924.