

HUD Master Models *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

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

A. Tools to Track Outputs and Outcomes
Bank accounts
Construction log
Database
Enforcement log
Financial aid log
Intake log
Interviews

Mgt. Info. System-automated
Mgt. Info. System-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. Where Data are Maintained
Agency database
Centralized database
Individual case records
Local precinct
Public database
School
Specialized database
Tax Assessor database
Training center
Other
C. Source of Data
Audit report
Business licenses
Certificate of Occupancy
Code violation reports
Counseling reports
Employment records
Engineering reports
Environmental reports
Escrow accounts
Financial reports
GED certification/diploma
Health records
HMIS
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
D. Frequency of Data Collection
Daily
Weekly
Monthly
Quarterly
Biannually
Annually
Upon incident
Other
E. Process of Collection and Reporting
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 Methodology¹. A description of the Carter-Richmond Methodology appears in the General Section of the NOFA.

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