



## **HUD SEMI ANNUAL COMPLIANCE RECOMMENDATIONS**

### **Refer To Semi Annual Performance Report**

*Reporting Periods: 10/1 - 3/31 and 4/1 - 9/30*

#### **Section: 1 - 4**

Know your hire date and grant # (if applicable)

#### **Section 5: People Served**

Frail and at Risk per property should be:

- 25 Residents per part time SC
- 50 Residents per full time SC

Section D: HUD wants to see that SCs are actively outreaching to new move-ins

#### **Section 6: HUD Priorities /Service Categories**

- Assessments
- Advocacy
- Benefits (actual intervention or assistance with benefits as listed on AASC)
- Case Management (any assistance/resident that is more than one task)
- Monitoring Services

There are eight other Service Types listed on the Semi Annual:

- Fair Housing and Civil Rights Assistance
- General Information and Referral
- Isolation Intervention
- Legal Assistance
- Outreach
- Resident/Tenant Councils (in regards to Resident/Tenant Councils, SCs should offer support via outreach. "We are here to help.")
- Tax Preparation Services
- Translation/Interpretation

#### **Section 7: Aging in Place Statistics**

This Section was added to reflect the value of a Service Coordinator

## **Section 8: Time Allocation of Monthly Tasks**

### *HUD Guidelines for Administration Activity*

Tasks should add up to 100%.

- Documentation of resident files
- Researching Available Services
- Contact with outside service providers
- Paperwork Not Related to Residents (e.g., purchasing office supplies)
- Meetings with Property Management Staff
- Other: fundraising/professional trainings, meetings (non-property management), all other collaborating with another SC
- Direct contact with project and neighborhood residents.

## **Section 9: Professional Training**

The Training Verification in the Semi-Annual should include all SC trainings that fit within the Statutory and Core Subject Areas

## **Section 10: Educational/Preventative Health Programs**

- The monthly in-service by an outside agency is included here
- No social events should be listed here unless educational component inclusive to the event

## **Section 11: Fundraising**

Fundraising should relate to service coordinator's job responsibilities, as opposed to gift cards, food or other in kind gifts for resident events. In addition, fundraising activities for a community, rather than an individual, should be listed

## **Section 12: Community Engagement**

Community engagement is defined as an engagement that is for the benefit of all residents, not an effort for one resident or as a part of case management

## **Section 13: Resident Issues**

- Two entries are required in this section
- Do not include Resident identifying information
- Keep it concise with statement of problem, action taken and resolution of plan of action

## **Section 14: Additional Information**

- Two entries required
- Additional information is "best practices"

### **Additional Recommendations**

HUD wants to see the total # of residents residing at the properties. Those who opt out of service coordination should remain active in the system, but classified as non-participatory via the Non-Participation Form (if you use AASC Online). The forms should be printed out and placed in each hard file.

The files containing Non-Participation Forms should be kept in a separate location within the filing cabinet, so as to not be confused with the participatory (formerly known in AASC online as “active”) files.