FSS Launch Roadmap

GETTING STARTED

EXPLORATION

- Assess Resident Interest & Need
- Identify Funding for the Program
- Select Properties
- Determine Program Model & Scope of Services
- Determine Staffing Needs & Hire Staff
- Explore & Identify Community Partnerships

DELIVERABLE: Announcement to Key Staff of Intention to Launch FSS

STAFF TO INVOLVE: Organizational Leadership; Resident Services, Property Management, & Accounting

PLANNING

- Establish Escrow Management Procedures
- Develop Data Collection & Tracking Systems for Program Management & Reporting
- Determine Timeline for Launch
- Identify & Inform FSS Team of Their Responsibilities
- Develop & Submit Action Plan

DELIVERABLE: Escrow Management Procedures, Data Management System, Action Plan

STAFF TO INVOLVE: Organizational Leadership; Resident Services, Property Management, & Accounting

LAUNCHING YOUR PROGRAM

PRE-LAUNCH

- Assign Team Roles & Responsibilities
- Train Staff
- Develop Policies & Procedures for Day-to-Day Program Operations
- Develop Outreach Strategy & Materials
- Develop CoP and ITSP Templates

DELIVERABLE: FSS Program Manual (Optional), Marketing Materials, CoP and ITSP Templates

STAFF TO INVOLVE: Resident Services, Property Management/Accounting, Site and Service Delivery Staff

LAUNCH

- Begin Marketing & Outreach
- Conduct FSS Orientations for Property Residents
- Enroll Participants and Begin 1:1 Meetings

DELIVERABLE: Participant Contracts of Participation (COP) & Individual Training and Services Plans (ITSP)

STAFF TO INVOLVE: Property Management/Accounting Site and Service Delivery Staff

MANAGING YOUR PROGRAM

DELIVERY

- Meet with Program Participants Regularly
- Manage FSS Escrow Accounts
- Process Interim & Final Escrow Disbursements

DELIVERABLE: Appointment Notes & Documentation, Escrow Account Statements

STAFF TO INVOLVE: Property Management/Accounting Site and Service Delivery Staff

EVALUATION

- Evaluate Program & Make Improvements
- Report to HUD & Other Stakeholders

DELIVERABLE: Revised Program Manual (Optional), HUD Quarterly Reports

STAFF TO INVOLVE: Resident Services, Property Management/Accounting Department, Site and Service Delivery Staff

Multifamily Housing Family Self-Sufficiency Program