Service Coordinator in Multifamily Housing Program

START-UP GUIDE

CONTENTS

+ WELCOME

Welcome to the Service Coordinator in Multifamily Housing Services Program! This Start-Up Guide will help orient you to the role of Service Coordinators in federally assisted multifamily housing and provide grantees with information and links to online resources to help you administer a Service Coordinator grant.

OVERVIEW OF THE SERVICE COORDINATOR IN MULTIFAMILY AND CONGREGATE HOUSING SERVICES PROGRAM

The Service Coordinator in Multifamily Housing (SCMF) is a HUD-funded program that supports Service Coordinator positions in federally subsidized multifamily housing. Service Coordinators play a critical role in connecting elderly individuals and persons with disabilities living in multifamily housing with community-based supportive services to support independent living and reduce premature and unnecessary institutionalization. To learn what individuals qualify as elderly and/or persons with disabilities, please review the Definitions section below.

A similar program to the Service Coordinator in Multifamily Housing Program is the Congregate Housing Services Program (CHSP), which offers grant funding to provide meals in addition to supportive services for eligible residents in federally subsidized housing. HUD has not provided new funding for this program since 1995 but Congress has provided funds to extend expiring grants on an annual basis. To learn more about the CHSP, please visit the CHSP landing page on HUD.gov.

Service Coordinator positions may be funded in one of two ways. Grantees may use their property's operating budget or other eligible project resources to fund the position (such as residual receipts, budget-based rent increases, and debt service savings), or they may apply for grants awarded through a HUD-issued Notice of Funding Availability (NOFA). Grants have an initial term of three years, renewed annually thereafter if no other funding source is available to cover costs. All renewals are subject to fund availability. To learn more about the different funding options, please review Chapter 6 of the Service Coordinators in Multifamily Housing Resource Guide and Chapter 6, Module 6.1 of the Service Coordinators in Multifamily Housing Program Online Learning Tool.

DEFINITIONS

Each of the definitions below are associated with the Service Coordinator position and are provided as a helpful reference.

Elderly Person: An individual that is 62 years or older. An at-risk elderly person is an individual 62 years of age or older who is unable to perform one or two Activities of Daily Living (ADLs).[1] A frail elderly person means an individual 62 years of age or older who is unable to perform at least three ADLs.

Grants Specialist: Grants Specialists are responsible for the management of Multifamily Housing grant programs for the entirety of the grant term to ensure program fidelity, positive outcomes for residents, and that grants comply with 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

Persons with Disabilities: Persons with disabilities are individuals who a) Have a disability as defined in Section 223 of the Social Security Act, 42 USC. § 423; b) Have a physical, mental, or emotional impairment expected to be of long, continued, and indefinite duration that substantially impedes the individual's ability to live independently; or c) Have a develop-mental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000, (42 USC Section 15002). For more information, please review HUD's Disability Overview.

Service Coordinator: A Service Coordinator in HUD-assisted Multifamily Housing is a staff person hired or contracted by an assisted housing owner or its management company to foster an environment in which elderly persons and persons with disabilities can live independently and remain in their communities. A Service Coordinator helps residents access services available in the community, and designs programs and services to meet the needs and requests of the property's residents.

STATUTES AND NOTICES

The Service Coordinator in Multifamily Housing program is authorized by the following Acts:

- Section 808 of the Cranston-Gonzalez National Affordable Housing Act (Pub. L. 101-625, approved November 28, 1990), as amended by sections 671, 674, 676, and 677 of the Housing and Community Development Act of 1992 (Pub. L. 102-550, approved October 28, 1992); and
- Section 851 of the American Homeownership and Economic Opportunity Act of 2000 (Pub. L. 106-569, approved December 27, 2000)

[1] For more information about ADLs, please refer to Chapter 2, page 9 of the Service Coordinators in Multifamily Housing Resource Guide.

The HUD Agent Management Handbook (Agent Handbook 4381.5, REV-2, CHG-2) is the primary operating guide for the Service Coordinator program. Chapter 8 provides information on the Service Coordinator program. To access the handbook, please visit the HUD Archives.

The Catalog of Federal Domestic Assistance (CFDA) number for the Service Coordinator Program is 14.191.

The last Service Coordinators for Multifamily Housing NOFA was released in Fiscal Year 2013. To find the archived NOFA, please review the opportunity on Grants.gov.

There are 7 types of "eligible housing projects" that can participate in the Service Coordinators in Multifamily Housing program. These include: Section 202 properties, designated properties with project-based Section 8 assistance, Section 515 properties, and designated properties developed through the Section 221(d) (3) Below Market Interest Rate and Section 236 programs. Section 811 properties are not eligible to receive funding for this purpose because the program relies on service partners to offer coordination with community-based services.

SERVICE COORDINATOR ROLES AND RESPONSIBILITIES

Service Coordinators provide connections to community-based supportive services for residents living in HUD-assisted multifamily housing. They assess service needs, provide resources for residents, create programs to support wellness, advocate for residents to build support networks, and encourage residents to live as independently as possible. Service Coordinators **do not** provide direct services to residents or serve as resident aides. For a more comprehensive overview of the Service Coordinator position, including job expectations such as proactive resident engagement, assessments and resident service plans, and nurturing community partnerships, please read Chapter 2 of the Service Coordinators in Multifamily Housing Resource Guide and Chapter 2: Doing the Job of Service Coordination of the Service Coordinators in Multifamily Housing (SCMF) Program Online Learning Tool.

Service Coordinators are considered part of a property's management team and should meet regularly and communicate with the property manager, maintenance staff, and other personnel about situations that arise that affect residents.

The minimum qualifications for a Service Coordinator include: a bachelor's degree (appropriate work experience may be substituted for a degree) and at least two years of work experience in supportive service delivery. Additionally, Service Coordinator candidates should be knowledgeable of and have experience in the elderly and disability service sector and know how to refer individuals for community-based services.

Service Coordinators must have a minimum of 36 hours of classroom/seminar training before they are hired or must complete the minimum training requirements within the first year of employment. Service Coordinators must engage in continuing education and are required to complete 12 hours of continuing education each year after the first year of employment. To learn more about the position and training requirements, please review Chapter 3 of the Service Coordinators in Multifamily Housing Resource Guide and Module 3.1 of the Service Coordinators in Multifamily Housing (SCMF) Program Online Learning Tool.

SERVICE COORDINATOR ELIGIBLE COSTS

The grant performance period is January 1 – December 31 of each year. Grantees will provide annual budgets that include costs associated with the Service Coordinator position. Eligible costs for a Service Coordinator position include:

- Personnel (Direct Labor)
- Fringe Benefits
- Quality Assurance (This activity is typically out-sourced, limited to evaluation activities, and cannot exceed 10% of the Personnel line item.)
- Training
- Travel
- Supplies and Materials
- Start-up Costs (one-time costs associated with setting up office space)
- Other Direct Costs (ex. telephone, Internet, printing)

- Indirect Costs (If the organization has an established indirect cost rate, this rate may be used provided there is documentation for how it is calculated. If the organization does not have an established indirect cost rate, the organization may use a 'de minimus' rate of 10%. For more information about indirect cost rates, please refer to 2 CFR 200.414(f)).

Grantees may contract or sub-grant for a Service Coordinator or for Quality Assurance activities. If the grantee elects to contract or sub-grant out these activities, the grantee will need to include all associated costs in the annual budgeting process and required budget form (HUD form 91186-A).

To help grantees manage their funds, there is a Service Coordinator Burn Rate Tool, which can be used to estimate the amount of unexpended funds at the end of the grant term. The use of this tool is not required but may be helpful. If there are unexpended funds at the end of the grant term, they must be used to offset the grant renewal amount for the next 12-month period. The tool is available as a Microsoft Excel form or as a PDF and can be accessed on the Budgeting for the Service Coordinators in Multifamily Housing Program page on the HUD Exchange.

For more detailed information about eligible costs, please visit the Multifamily Housing Program Financial Management Toolkit's Allowable Expenses and Expense Documentation page (section 15.i).

REPORTING REQUIREMENTS

Service Coordinator grants are required to submit programmatic and financial reports to HUD for review and approval. The reports include:

- HUD-50080-SCMF, submitted semi-annually.
  - Reporting period 1: January 1 – June 30 (**report deadline: 30 days after the end of the reporting period – July 30**)
  - Reporting period 2: July 1 – December 31 (**report deadline: 30 days after the end of the reporting period – January 30**)

- Standard for Success (SfS) Annual Performance Report, submitted annually.
  - Reporting period: October 1 – September 30 (**report deadline: October 30**)

- Quality Assurance Report, submitted annually (if applicable).
  - Reporting period: October 1 – September 30 (**report deadline: October 30**)

All reports are submitted into GrantSolutions. If the grantee has a new account, the reports are uploaded as attachments in the Application Notes; if the grantee has an existing account, the reports are uploaded as attachments to Grant Notes.

The HUD-50080-SCMF form has voucher information for the entirety of the semi-annual reporting period. The spreadsheet has 6 tabs, which correspond with each month of the reporting period.

A Quality Assurance Report is applicable if the grant has a Quality Assurance component. The entity contracted to conduct Quality Assurance activities is required to report annual activities and Quality Assurance reviews to HUD.

To learn more about reporting, please review Chapter 6 of the Service Coordinators in Multifamily Housing Resource Guide, Module 6.3 of the Service Coordinators in Multifamily Housing Program Online Learning Tool, and Service Coordinator Reporting Requirements.

RECORDKEEPING

In accordance with 2 CFR 200.333, grantees should keep all records for a period of 3 years starting from the date of the last draw down request. These records will include:

- Client files
- Program files
- Voucher requests and supporting documentation

- Quality Assurance evaluation reports
- Reporting

To learn more about recordkeeping, please review Chapter 5 of the Service Coordinators in Multifamily Housing Resource Guide and Chapter 5 of the Service Coordinators in Multifamily Housing Program Online Learning Tool.

SYSTEMS ACCESS – ELECTRONIC LINE OF CREDIT CONTROL SYSTEM (ELOCCS)

LOCCS is HUD's primary grant disbursement system, and grants are disbursed using the online eLOCCS system. eLOCCS is accessed through HUD's internet portal called Secure Systems. The eLOCCS registration guide can be found here (Word document) and a condensed version of the registration can be found on the eLOCCs Access Guidelines for Grantees webpage. To register as a new organization in HUD's system, there are several steps that need to be taken in a specific order, listed below.

Step 1: Register the organization

A grantee can register its organization through an online application (page title: Business Partner Registration HUD Multifamily). You will need the organization's tax identification number (TIN) or a social security number (SSN).

Step 2: Obtain a Secure System's User ID and password.

Grantees must obtain a Secure System's User ID and password. The User ID will be used to complete form HUD-27054E (eLOCCS Access Authorization Form) which will need to be mailed to the grantee's Program Office.

Twenty-four hours <u>after</u> the grantee has completed Step 1, a grantee must request a User ID from HUD by submitting an online application. To access the application:

1. Go to the PIH-REAC home page.
2. (If you are a new user) Select "Register Online".
3. On the next page, select "Multifamily Housing Entity". This will take you to the application. You will need to register as a Coordinator (see definition below).
4. Complete form HUD-27054E (eLOCCS Access Authorization Form) and send to the Grants Specialist by email or mail (please contact the assigned Grants Specialist for instructions regarding how and where to send the form). If the form is being sent by email, the email must be an encrypted or secured message. If unable to send electronically, please submit to the mailing address of the assigned Grants Specialist.
5. Wait to receive a User ID through postal mail.

Should you have questions, please access the registration instructions.

There are two ID types that must be registered in eLOCCS:

- **Coordinator ID**
  - The Coordinator is the Approving Official and serves as the grantee's Administrator, which means they can retrieve User IDs, assign User roles, and establish system links within eLOCCS. A grantee must have 1 individual assigned as the Coordinator for the organization.

- **User ID** (grantee should identify at least 2 individuals that will have User IDs)
  - A User has access to eLOCCS after the Coordinator adds the User to the system and assigns the role.

Step 3: Continue registration

A grantee can continue registration once it has received its User ID via postal mail.

To access Secure Systems:

1. Go to the PIH-REAC home page.
2. Select "Existing Users, Login Here". This will take you to the sign on page.
3. Use the assigned User ID and your password to access the system.
4. Follow the instructions found in Appendix A of the eLOCCS Registration Guide to assign manage and assign roles.

Please note that the Coordinator must assign the Coordinator ACTION and then the Query (QRY) and Administrator (ADM) ROLES to themselves and then they may assign QRY and ADM roles to other users.

SYSTEMS ACCESS − GRANTSOLUTIONS

GrantSolutions provides grant management services to HUD grantees, including the Service Coordinators in Multifamily Housing program. Grantees will use the Grants Management Module (GMM) in GrantSolutions to access grant information, upload documents, submit reporting, and apply for renewal funding.

When an organization receives a Service Coordinators in Multifamily Housing award, it will be notified by GrantSolutions via a Notice of Award (NOA). The grantee's authorized user (the individual that has authority to execute a contract on behalf of the property owner) will need to create a GrantSolutions account and accept the award letter within 30 days. Each grant will have a unique User ID and password — these will need to be used upon accessing GrantSolutions and accepting the award.

To create an account in GrantSolutions, a grantee must complete the Grant Recipient User Account Request Form. There are two parts to complete:

1. Part 1: Rules of Behavior
2. Part 2: Account Request Form

The authorized user must sign both forms, which are then sent via fax or electronically to the GrantSolutions Support Center (help@grantsolutions.gov), fax: (703) 288-5390. The grantee should make two copies of these forms; one copy must be sent to the grantee's assigned Grants Specialist and the other copy should be kept in the grantee's records.

For security reasons, GrantSolutions requires a new password every 60 days. Grantees will receive an email alerting they are nearing the 60-day mark and will need to create a new password. Please note that an individual cannot cut and paste a password on the Login page — the individual must type in the password each time. This is another security measure.

To learn more about how to use GrantSolutions and access the GMM, please go to the Annual Extensions page on HUD's website and scroll down to find the Introduction to GrantSolutions section. Here you will find an introductory video and presentation slides about accessing the GrantSolutions website.

REIMBURSEMENTS AND VOUCHERS

Grantees must use the electronic Line of Credit Control System (eLOCCS) system for draw down of funds. Information on accessing this system is included in a separate section below.

There are two frequency options for drawdowns: monthly or quarterly. Each draw down from the eLOCCS system must be accompanied by an individual voucher request generated by the eLOCCS system. The expenses incurred in the previous month or quarter must match the voucher request in eLOCCS. To prepare to submit a voucher request, the grantee should complete form HUD-50080-SCMF which provides detailed information about the expenses incurred in the previous month. *Grantees are required to complete HUD-50080-SCMF monthly because it will be submitted with semi-annual reporting, explained in further detail below.

In eLOCCS, the grantee will select "Voucher Selection" from the Main Menu page. The grantee will select the correct grant number which will generate a blank "Voucher Entry" page. Once here, the grantee will complete the form and press submit. Once submitted, the eLOCCS system will provide one of the following responses:

- The voucher request is accepted and processed for payment,
- The voucher request is accepted but requires HUD review, or
- The voucher request is rejected, and a reason is provided.

Once approved, the payment received must be used to reimburse the expenses outlined in the voucher entry.

Once a draw down is complete, grantees must sign into GrantSolutions and input the voucher number and reporting period start and end dates into Grant Notes. Information on accessing the GrantSolutions system is included in a separate section above.

Grantees must keep all original voucher requests as well as supporting documentation (ex. payment documents, receipts, invoices, etc.) which provide itemized evidence of the expenses outlined in the voucher request. HUD may request to view these at any time, and the grantee's auditors will likely review this information as well.

For more information about the eLOCCS system and how to submit a voucher, please visit the eLOCCS Access Registration Guide page and click on the eLOCCS Starting Guide.

GRANTS SPECIALISTS

Multifamily Housing Grants Specialists are responsible for overseeing the administration of grant programs to ensure compliance with 2 CFR Part 200 (Uniform Administrative Requirements) and other federal requirements, program fidelity, and that residents living in multifamily housing programs are connected to needed community-based services. Responsibilities may include, but are not limited to:

- Reviewing grantee profiles in GrantSolutions, including budgets and financial information
- Monitoring grants via desk audit or onsite review
- Reviewing performance reports
- Supporting grantees so they may manage their award successfully

*A full list of Grants Specialist responsibilities can be found on the Grants Specialists page on the HUD Exchange.

Grantees should communicate regularly with their Grants Specialist and reach out with any questions or concerns about their program.

Grants Specialists are located across 5 U.S. regions and provide national grant program coverage. To learn more about Grants Specialist responsibilities and regional contact information, please visit the Grants Specialist page on the HUD Exchange.

QUALITY ASSURANCE

Quality Assurance (QA) evaluates the fidelity of the Service Coordinators in Multifamily Housing program. QA professionals are typically a third party, contracted by the property owner. There are situations in which a QA professional may be a member of the corporate management team, but there must be firewalls and other protections in place to ensure impartiality.

The QA program is designed to review grant activities and ensure compliance with the grant award, governing statutes and regulations, standards of practice, and that Service Coordinators are meeting reasonable resident requests and needs. QA professionals may provide technical assistance and guidance to Service Coordinators who are new to the position or need additional skills and training. QA professionals may also support Service Coordinators as they develop supportive service plans and property profiles.

If a QA professional identifies practices or activities that do not comply with program requirements, they must work with the grantee to address and resolve the noncompliant practice. If a grantee does not engage in a corrective action within a reasonable timeframe, the QA professional is required to report the finding(s) to the local HUD office.

Grantees may use grant funds to pay for QA professional services. The maximum amount of grant funds allocated for QA may not exceed 10% of the Service Coordinator's salary (Personnel – Direct Labor).

To learn more about QA, please review Chapter 7 of the Service Coordinators in Multifamily Housing Resource Guide and Chapter 7 of the Service Coordinators in Multifamily Housing Program Online Learning Tool.

TERMINATION

A Service Coordinator grant may be terminated for one of two reasons:

- A grant has been inactive for more than 180 days and the grantee does not provide a reason for the inactivity, or
- Grantee noncompliance with the terms and conditions of the grant agreement, which may include a change in the owner's eligibility status.

If a grant is terminated, HUD will notify the grantee that it plans to terminate the grant and the grantee must then begin the close-out process, detailed below.

For more information about termination, please review the grant's current calendar year Program Guide and the Terms and Conditions. These documents can be found in the Grant Notes section of the GrantSolutions' GMM.

GRANT CLOSE-OUT

At the end of the grant term, HUD staff will conduct a review of the grant to determine if the statutory, regulatory and programmatic requirements were met prior to the end of the grant period.

For more information about grant close-out, please review the grant's current calendar year Program Guide and the Terms and Conditions.

ONLINE RESOURCES

There are many online resources that provide additional information about the Service Coordinator program. These include:

HUD'S HOMEPAGE FOR THE SERVICE COORDINATOR PROGRAM

The homepage provides an overview of the Service Coordinator program, along with links to the Program Guide and other tools to support Service Coordinator grantees.

SERVICE COORDINATORS IN MULTIFAMILY HOUSING (SCMF) PROGRAM ONLINE LEARNING TOOL

Organized into modules, the online learning tool provides Service Coordinators, HUD-assisted multifamily housing owners, and other staff with guidance and resources to implement a successful Service Coordinator grant. Each module includes quiz questions to test the reader's knowledge of the reviewed material.

SERVICE COORDINATORS IN MULTIFAMILY HOUSING PROGRAM RESOURCE GUIDE

The Program Resource Guide provides an overview of the Service Coordinator program standards. It is geared toward new and existing Service Coordinators and offers program-specific information, such as the client case file components, confidentiality, service referrals, etc. Appendix A provides various national online resources for Service Coordinators.

MULTIFAMILY HOUSING PROGRAM FINANCIAL MANAGEMENT TOOLKIT

The online toolkit offers financial- and compliance-related grants management information for HUD multifamily housing programs. Chapter 15 is specific to the Service Coordinator program, but all chapters in the toolkit are helpful to grantees that want to ensure funds are used efficiently and in compliance with federal financial requirements.

BUDGETING FOR THE SERVICE COORDINATORS IN MULTIFAMILY HOUSING PROGRAM

HUD offers 3 webinars for Service Coordinators focused on managing grant funds, budgeting, and reporting. These supplement the Financial Management Toolkit and cover how to complete HUD Form 91186-A and use the Burn Rate Tool.