

National Resident Services Collaborative

Basic, Enhanced, and Comprehensive Service Levels – Planning Framework for Services for Families and Individuals

Planning Framework for Family and Individual Resident Services in Affordable Housing Components and Outcome Measures of Basic/Core, Enhanced and Comprehensive Service Levels					
Resident Services Level	Service Referrals, Partnerships & Programs	Resident Services Outcomes	Resident Assessment	Staffing, Space and Management	Property Outcomes
<p>Basic or Core Services Package</p> <p>Goal: Housing Stability *Cost: \$250 - \$500 per unit per year</p>	<p>Access to Services Refers residents for employment services, rental assistance, utility payment assistance, primary health care, counseling/training on maintaining successful tenancy (conflict resolution, domestic violence, substance abuse), money management, basic household needs and events to build community</p> <p>Improving Security/Community Safety Block watches and police partnerships</p>	<p>Tracking services offered and resident participation Outcomes reported anecdotally but many moving to outcomes tracking Housing stability tracked</p>	<p>Minimal assessment of resident goals, needs and interests</p>	<p>Resident services coordinator Services staff to units ration: 1-150-175 Regular communication between property management staff Coordinator paid in part out of property and organization revenues Limited community space</p>	<p>Savings through reduced costs for: --Legal fees --Vacancy losses --Bad debts Total savings may cover costs of basic services</p>
<p>Enhanced Resident Services</p> <p>(Adding one to three services that strategically fit resident goals)</p> <p>Goal: Increased Personal and Financial Assets</p> <p>*Cost: \$500 to \$1,000 per unit per year</p>	<p>In addition to core services level, 'enhanced services' has formal partnerships (MOUs) for <u>selected asset building services</u> -- employment, financial literacy and health services and provides on-site or access to one to three of the following services:</p> <p>Increasing Youth & Educational Success --Out-of-school time programs for children and youth for succeeding in and completing school and moving to higher education/work --Computer access for children and youth --Summer camp for children to prevent learning loss and part-time jobs for youth</p> <p>Workforce Asset Building -- Computer access for adults for job skills, search & advancement -- ESL, GED, literacy, job training and post-secondary adult education -- Access to better jobs</p> <p>Financial Education & Asset Building -- Financial literacy classes -- Budgeting and banking -- Individual Development Accounts --Help on Earned Income, Child Care and other federal and state Tax Credits --Access to other public benefits</p>	<p>--More adults get jobs or better jobs --Increase income for adults --More children maintain or improve grades --More youth complete high school --More youth obtain good jobs after high school --More youth go on to higher education</p> <p>Organization: --Tracks progress and outcomes --Assesses quality of partners' services --Uses excel or specialized software for outcomes tracking --Uses data for management and stakeholder reporting</p>	<p>Surveys residents and communicates with resident leadership and/or focus groups to gauge resident goals and interests annually</p>	<p>Resident services coordinator plus teachers/staff for after-school and youth programs plus bringing in programs on site for adults</p> <p>Organization raising funds for additional on-site services.</p> <p>Resident services director and services staffing to unit ratio: 1 to 100</p> <p>Minimum of 1,000 sq. ft. of community space</p>	<p>Basic outcomes plus cost savings in vandalism repairs</p> <p>Plus: --Reduced turnover except for families moving out to market rate rental or homeownership</p> <p>Support for enhanced services from public and private grants or contributions and/or organizational income</p>

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<p>Comprehensive Services (based on resident goals)</p> <p>Goal: Move Up in Financial Stability to Self-Sufficiency</p> <p>*Cost Over \$1,000 per unit per year</p>	<p>In addition to core and enhanced services previously described, this more comprehensive model provides a wider array of services that fit resident interests:</p> <p>Success in Education --Pre-school programs on-site or adjacent to housing --Parent-school connections built --Youth programs focused on higher education and high quality jobs</p> <p>Health and Wellness -- More adults and children have access to health insurance -- More adults and children have access to quality health services --Support in residents' management of chronic diseases --Nutrition and cooking classes --Community gardens --Resident organizing for exercise</p> <p>Increasing Asset Building --Support for savings/IDA's --Credit counseling, mortgage readiness, and homebuyer preparation training --Mortgage qualifying</p> <p>Community Building --More resident leadership involvement and volunteerism --Increased civic engagement --Community organizing around safety and other issues</p>	<p>Basic and enhanced outcome measures <u>plus</u></p> <p>--Increase in # of children accessing quality preschool education --More youth obtain part-time jobs in high school --More adults have health insurance --More children have health insurance --Fewer visits to emergency rooms by residents --More adults have savings and increase savings --More adults qualify for mortgages and move to homeownership --Active resident organization</p>	<p>More resident involvement in program planning and leading activities</p> <p>Specialized resident surveys on employment, child care and education goals etc.</p>	<p>Resident services director and resident staffing to unit ratio: 1 to 50 1,500 + sq. ft. of community space</p> <p>Formal policies between resident services and property management on communication, eviction prevention process and roles and responsibilities</p> <p>Management and development staff consider services funding in new housing development financing and space planning</p> <p>Management more engaged in resource development for public and private funds for services</p>	<p>Basic and enhanced outcomes plus:</p> <p>--\$ amount and % decrease in maintenance costs per unit per year --\$ amount and % decrease in security costs per unit per year --# and % of units turning over per year --Police calls reduced</p> <p>Note: Property is one of choice – therefore, occupancy stays higher than competing properties</p>
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- Costs are highly variable on size of properties, resident demographics and families' asset building goals and service needs. Resident services costs may be offset in whole (for basic services) or in part (enhanced and comprehensive) by better property financial performance based on the level of services provided.
- These family resident services levels are adapted by the National Resident Services Collaborative from the Mercy Housing Family Program Model and the work of The Community Builders and REACH CDC.
- Organizations who are members of the National Resident Services Collaborative are: American Association of Service Coordinators, Enterprise Community Partners, The Housing Partnership Network, NeighborWorks America, Stewards of Affordable Housing for the Future, Volunteers of America. Developer members are: Alamo Area Mutual Housing Association, The Community Builders, Community Preservation and Development Corporation, Mercy Housing, National Church Residences, The Neighborhood Partnership Fund, Preservation of Affordable Housing, REACH CDC.
- For more information go to www.residentservices.org