



**Interested in starting or enhancing
your Service Coordination program?**



UCH Engage
UNITED CHURCH HOMES®



Interested in a Service Coordination program at your community?

Yes – but we need funding

There are two main funding sources for a HUD Service Coordination in Multifamily Housing program:

Operating funding Section 8 operating funds, Project Rental Assistance Contract (PRAC) funds, Section 236 Excess Income, Residual Receipts, and Debt Service Saving),

or

Grant funding provided by the U.S. Department of Housing and Urban Development (HUD).

Operating Funding

The project's operating budget is the preferred method to secure ongoing funding for the program. Once approved, the Service Coordinator becomes a standard budget expense. To add a Service Coordination program to any property's budget, regardless of whether or not an increase in rental rates is proposed, you must obtain HUD approval.

Section 202 PRAC projects can include a Service Coordination program in their operating budget at any time after the project is fully occupied with HUD's approval.

You could get approval to use residual receipts to fund some or all of a Service Coordination program.

Section 236 projects may request authorization to retain excess income to fund a Service Coordinator program.

Projects with debt service savings can use the debt service savings to fund a Service Coordinator program.

We have years of experience and have assisted hundreds of communities in securing operating funding for their Service Coordination programs. We can prepare your complete application including a program budget and your required supportive services plan. After funding is secured we can help hire, train, and provide program oversight and quality assurance services. The funding needed for our services are allowable program expenses and will be included in the funding request. Ultimately, the program and the support we can offer are fully funded and are cost-neutral to your operation.

Grant Funding

When funds are available for new programs, HUD makes those funds available through a Notice of Funding Availability. (Sections 202 and 811 Project Rental Assistance Contract (PRAC) properties, conventional public housing, and housing units funded with project-based Housing Choice Vouchers are not eligible to receive grants for Service Coordinators.)



Along with our success in helping to secure operating funding, we have years of experience and have assisted hundreds of communities obtain grant funding for their Service Coordination programs. We know the application process and will work efficiently and effectively with you to apply. Again, we can hire, train and provide program oversight and quality assurance services as these are allowable program expenses and will be included in the grant application.

You have a Service Coordination program at your community, and you have some questions or need additional assistance.

Are you, your management company, owner or board of directors asking any of these questions?

- Is our Service Coordination program effective?
- What impact is the program having on the lives of residents?
- Is our Service Coordinator getting the proper training and support?
- How can we stop the turnover in the Service Coordinator position?
- Is our program meeting reporting requirements?
- Are we maximizing the benefits our program can offer our residents and the community?
- How can we obtain additional support with our program – this is not our area of expertise?

We understand these questions and our services were designed to provide answers to your questions. We do so by offering:

- Service Coordination Program Management
 - We recruit, hire and supervise Service Coordinators
 - We provide orientation, training and ongoing performance management
- Quality Assurance Services*
 - Support for your Service Coordinator ensure the program is effectively implemented and sustained
 - Our services are allowable program expenses

*HUD strongly recommends that all multifamily properties with service coordinators include a Quality Assurance (QA) component. To this end, QA is an allowable program expense. HUD expects that all owners of multifamily properties with service coordinators will ensure that the service coordinator program is effectively implemented and monitored. A QA component is a valuable approach for doing so.

~ U.S. Department of Housing and Urban Development Office of Multifamily Housing, "HUD's Service Coordinators in Multifamily Housing Program Resource Guide", July 2018

Our team has over 50 years experience in delivering and managing high-quality Service Coordination programs.

Contact us today! 800-837-2211 | uchengage.org