ACKNOWLEDGEMENT OF GUIDELINES FOR RESIDENT SERVICE COORDINATORS

Applicants seeking to include a Resident Services Coordinator (RSC) in the operations of the development must include the cost of the RSC in the operating budget of the property. If the Applicant intends to use a third party to provide these resident services, an operating agreement and a commitment of the funding to pay for these services must be provided. In addition, this signed acknowledgement of the following informational guidelines for employment of a qualified RSC must be provided with the Consolidated Application. Attach all required items and label as "1F_OnsiteRSC".

Development Name:	
Applicant Name:	

Property management and resident services can complement each other's roles with respect to resident issues. RSCs play an integral role on the property management team by:

- Enhancing the ability of residents to uphold their lease obligations, such as paying rent on time, taking proper care of the unit, and ensuring quiet enjoyment of the property for all residents and surrounding neighbors.
- Promoting self-sufficiency and encouraging residents to build on their strengths.
- Promoting programs and efforts that enhance a resident's quality of life and help build healthy communities.
- Coordinating community resources that benefit individuals and families.
- Promoting inclusion and tolerance by and for all residents and staff.

To achieve these goals, RSCs focus on key areas of service coordination and support considering the populations with whom they work. RSCs provide assistance in obtaining benefits and entitlements, as well as making referrals for services for such things as:

- Homemaking
- Health care
- Transportation
- Financial planning and management
- Mental health and substance use counseling
- Employment and education strategies, such as job counseling, training, and placement, child care, family management, GED, and English as a second language
- Food and nutrition, including home delivered meals
- After school and summer camp programs
- Safety and security, including personal safety
- Programs and activities to encourage engagement, socialization, and prevention.

Applicants should provide the RSC private office space, separate from the management office, with a dedicated computer and on-line access. To be effective, RSCs must be able to talk confidentially – in person or by phone – with residents, families, providers, and staff. RSCs also need to maintain confidential records. The office needs to be accessible for people with disabilities and near a place where residents congregate naturally (e.g., the community room, frequented common areas, etc.).

For additional information and resources regarding resident services, please see the Property Management Resources page on CHFA's website.

To claim a point for an On-Site Resident Services Coordinator, please indicate the following:

Amount budgeted for RSC: _____

Funding Source: _____

RSC will be: ◯ Full Time ◯ Part Time

Acknowledged by Applicant:

Name	Authorized Signature
Title	Date