

## Transcript for PRACTical RAD Series: Supportive Services Video

Hello and welcome to another video in the PRACTical RAD series. This series provides practical guidance to owners of Section 202 PRAC properties seeking to convert their Project Rental Assistance Contract – or PRAC – to a Section 8 Housing Assistance Payment or HAP contract through HUD’s Rental Assistance Demonstration Program, commonly referred to as RAD.

Among the topics covered in this video series are an overview of RAD, Conversion Milestones, Capital Needs Assessments, and Financial Strategies. Viewers may find it helpful to watch these videos before proceeding with this one.

To qualify for RAD Conversion, a 202 PRAC owner must develop and submit a Conversion Plan that satisfies all RAD program requirements.

A complete list of the conversion requirements applicable to Section 202 PRAC projects can be found in Section IV of Housing Notice H-2019-09.

These requirements include a commitment to assist in coordinating the provision of health and wellness services to elderly residents, enable them to continue to age in a positive environment, and delay the need for higher levels of care.

There are three points in time in the RAD conversion process when project owners must consider how these services will be provided: 1) immediately prior to their initial submission of interest in the RAD Program, 2) at renewal of their existing PRAC contract, and 3) during preparation of their RAD Conversion Plan.

The goal of this video is to help owners understand what to include in their RAD Conversion Plan with respect to supportive services.

After watching this video, 202 PRAC owners will be able to answer the following questions:

- What constitutes supportive services under RAD?
- How are supportive services provided and by whom?
- How does a property pay for supportive services?
- What is the process for developing a supportive services plan?
- What are the recommended components of a Supportive Services Plan?

Supportive Services are services that support the physical and mental health and wellness of residents.

Acceptable forms of Supportive Services include Health-Related Activities, Continuing Education, Welfare, Recreation, Homemaking, Meal and Nutritional Services, Counseling, Referral Services, and Transportation.

For example, a health-related service might include an exercise program that provides increased physical activity for older adults, such as stretching, balance, strength, and resistance exercises.

Non-medical counseling might include “Art Therapy” classes for seniors.

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Supportive services are provided through a Service Coordinator or through some other acceptable service program arrangement.

A Service Coordinator is a staff person hired by a property owner to identify residents' health and wellness needs and connect residents with services provided by organizations and individuals in the community. The Service Coordinator is generally considered a permanent part of the project's management team.

The role of the Service Coordinator is more complex than merely providing residents with basic information and referrals. HUD expects Service Coordinators to:

- Conduct resident outreach and engagement on an ongoing basis.
- Assess and monitor the social and health-related needs of residents.
- Proactively identify and seek out service providers in the community.
- Develop community-based networks of service providers that alleviate social isolation and support physical and mental health and wellness.
- Make referrals and coordinate resident access to services, and
- Foster an environment that delays the need for higher levels of care and extends the period of time in which elderly persons can live independently.

A service coordinator must have experience in the delivery of social services to senior citizens and a working knowledge of resources available to the elderly in the local area.

Additional requirements are listed on the screen and can be found in HUD Handbook 4381.5, Rev-2, Section 8.4.

For more information on Service Coordinators please visit the HUD Exchange and search for the Service Coordinators in Multifamily Housing Resource Guide.

The cost of providing a Service Coordinator can include salary and benefits, travel and training, quality assurance costs, and associated administrative expenses, such as furniture, office supplies, telephone, software, and internet access.

HUD considers the cost of providing a Service Coordinator to be an eligible project expense. This expense is shown as a separate line item in the project operating budget.

The cost of providing supportive services is separate from the cost of employing a service coordinator.

Projects not participating in the RAD program may receive up to \$15 per unit per month in project rental assistance toward the cost of providing supportive services to its residents. As an incentive to participate in the RAD program, HUD may allow project rental assistance for supportive service costs of up to \$27 per unit per month.

HUD will approve this change immediately prior to conversion, and the increase takes effect on the effective date of the new HAP contract.

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The owner's RAD conversion plan must include a plan for providing supportive services. As the name implies, the plan for providing supportive services describes how services will be provided or otherwise made available to residents.

At a minimum, it must include a description of the resident assessment tool and case management system that the owner will use to store data regarding residents' wants, capabilities, and needs.

Individual resident assessments are used both to develop individual supportive service plans and to create a property-wide profile of resident needs and services available in the community.

The property-wide profile is then used to create a project supportive services plan that describes the supportive services to be provided to residents, the way in which services will be provided, and the funds expected to be used to pay for the proposed services.

The Service Coordinator must assess each resident at initial intake and update the assessment at least annually. The assessment must include items that are aggregated into a case management system. Information to be collected is shown on the screen. This video focuses on information that the site should aggregate through resident intake and the resident capacity/skills assessment tool.

At intake, the property should obtain information about the resident, such as: move-in date, interests and hobbies; social supports; emergency contact information; eligibility to receive benefits and services through Medicare, Medicaid, or third-party insurance; health care preferences; any self-reported physical, cognitive, or mental health conditions; the resident's primary care physician; choice of hospital; and any end-of-life plans.

A resident assessment tool must be used to evaluate the resident's needs, including an Activities of Daily Living and/or Instrumental Activities of Daily Living capacity and skills assessment, as appropriate.

Activities of Daily Living, or A-D-Ls, are common tasks of everyday life required for personal self-care, such as eating, bathing, dressing, grooming, oral care, and toileting.

Instrumental Activities of Daily Living, or I-A-D-Ls, are activities related to independent living, such as: driving, grocery shopping, meal planning and preparation, washing clothes, doing housework, managing medications, using the telephone, and managing finances.

An A-D-L / I-A-D-L assessment is a capacity/skills assessment, designed to help the Service Coordinator identify an elderly resident's general level of function, ability, or deficit. Such assessments are instrumental to determining the level and type of supportive services needed by the resident.

RAD requires owners to demonstrate that the health and wellness needs of residents will be adequately met, either through a full-time or part-time service coordinator funded through the project budget, or through another arrangement.

The owner's plan for providing Supportive Services must identify:

- current and anticipated future needs of residents,
- available community resources, and
- proposed services providers.

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The plan must describe:

- The supportive services that the owner will provide or otherwise make available to residents,
- How these supportive services will be provided on a consistent, long-term basis, and
- The Resident Assessment Tool, and Case Management System that will be used.

In addition, the plan must explain:

- How the services will meet the present and future needs of residents as they age,
- Assist with Activities of Daily Living and Instrumental Activities of Daily Living
- Reduce social isolation, and
- Increase resident engagement

These “commitments” to provide Supportive Services are included in an exhibit to the HAP contract at closing of the RAD conversion.

It is important to remember that owners must obtain HUD approval prior to adding or modifying a service coordinator program.

In addition, the RAD Conversion Plan must discuss how current design features at the project and/or modifications to the project planned in conjunction with the RAD conversion will provide a physical living environment suitable for meeting the needs of elderly residents and facilitating prolonged independent living.

Relevant design features may include, but are not limited to, those focusing on fall prevention and visibility, universal design, and electronic communication mechanisms.

When a project owner submits an initial Expression of Interest in the RAD Program the owner is requested to indicate whether they are interested in having their Project Rental Assistance Contract adjusted to include up to \$27 per unit per month for HUD approved service costs. Consequently, owners need to begin thinking about supportive services prior to submitting an initial Expression of Interest in the RAD program.

After the RAD conversion closes, project rental assistance can only be increased through annual OCAF adjustments. Therefore, PRAC owners interested in receiving these funds must evaluate their Supportive Services plan early in the RAD Conversion process and submit a request for a Budget-Based Rent Increase at PRAC renewal.

The overarching goal of the RAD program is to enable owners to access private and public debt and equity to address immediate and long-term capital needs and provide residents with increased housing choices post conversion.

The requirement that the RAD conversion plan include both a Supportive Services plan and a discussion of project design features is intended to further assist with the goal of preserving and improving HUD-assisted 202 PRAC properties.

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Your HUD Transaction Manager is ready to further assist you. If a Transaction Manager has not yet been assigned to you, email the general mailbox at: [rad2@hud.gov](mailto:rad2@hud.gov)

For more information on HUD's Rental Assistance Demonstration Program, please see Section IV of HUD Notice H-2019-09 or visit [hud.gov/rad](http://hud.gov/rad) and [radresource.net](http://radresource.net)

Other videos from this PRACTical RAD Series can be found on [hud.gov/rad](http://hud.gov/rad). Thank you for watching and for your interest in RAD for Section 202 PRAC properties.