

APPENDIX 16

SUGGESTED PROPOSAL FORMAT FOR HOUSING AUTHORITY USE FUNDING PROPOSAL GUIDELINES RESIDENT SERVICES PROGRAM

SUGGESTED PROPOSAL FORMAT FOR HOUSING AUTHORITY USE

1. INTRODUCTION

The following information must be provided if a housing authority is submitting a proposal to HUD to fund a Resident Services Program for a new housing project.

- A. Name of the housing authority
- B. Number of units to be developed
- C. Type of housing project (mutual-help, low-rent)
- D. HUD Project Number(s)
- E. Estimated construction start and completion dates
- F. Geographic location(s) to be served and number of units in each location, if more than one.

The following information must be provided if a housing authority is submitting a proposal for existing units.

- A. Name of the housing authority
- B. Number of units in occupancy
- C. Date when construction of project(s) was completed
- D. HUD Project Number(s)
- E. Type of housing projects or units (mutual-help, low-rent, HIP)
- F. Geographic location(s) to be served and number of units in each location, if more than one.

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II. PURPOSE AND OBJECTIVES

In this section discuss (a) the particular group of residents or homebuyers to be served under this Resident Services Program (RSP); (b) the nature of the families' needs and the purpose of the housing authority's training and Resident Services Program; (c) the goals and objectives of the training and Resident Services Program; (d) the type of training to be provided the homebuyer families. In addition to a general statement of the broad objective to improve living conditions, outline in detail the specific goals of the local program. For example, some of the following objectives may be reasonably pursued:

- A. To promote better living conditions for families in accordance with their life style and culture.
- B. To promote an understanding of the advantages and responsibilities of homeownership as well as the consequences or disadvantages of exercising some of their options as homeowners.
- C. To promote a better adjustment to the circumstances of a new home.
- D. To develop an ability on the part of homebuyer families to carry out their responsibilities as homeowners.
- E. To develop a full understanding of home management which affects a family's budget or money management and thus enables the homebuyer to handle financial obligations more efficiently and effectively.
- F. To develop a full understanding by homeowners of their responsibilities as participants in the mutual-help program (or low-rent, HIP, etc., as applicable).

III. METHODS

Indicate, what method you will use to train the families. For example, will you use group sessions, demonstration or individual home visits or a combination of these methods or others. Distinguish between the methods to be used in pre-occupancy and post-occupancy stages. Many Indian housing authorities have relied heavily on home visits for providing training and have reviewed their method as one of the most effective ways to reach the families and promote a full understanding of their opportunities as well as their responsibilities as homeowners and residents. A well planned group orientation meeting can also be very effective and help residents to get to know one another as neighbors as well.

Also indicate what subjects will be covered under each phase. For example, a HUD-funded Residents Services Program for a mutual-help housing project could include the following:

A. Pre-Occupancy Training

1. To develop a total awareness of the benefits of homeownership.
2. To clear up lack of understanding of the advantages and disadvantages of homeownership.
3. Understanding of the mutual-help occupancy agreement.
4. Understanding of mutual-help contribution.
5. Family budgeting -- setting up priorities as it relates to families' expenditures, monthly home payments, utilities, etc.
6. Demonstration of major and minor appliances, various plumbing, electrical and heating systems, i.e., furnace, hot water tank, thermostat control, circuit breaker, etc., within the context of the overall goal of enabling families to enjoy better living conditions.

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NOTE: You may also wish to consider using a model home with all the appliances and systems as part of the demonstration sessions during pre-occupancy training. Past experience has shown that the post-occupancy training is most effectively carried out by individual home visits.

B. Post-Occupancy Training

It is very important that during post-occupancy training, the housing authorities suggest to the homebuyer families that the housing authorities, the Resident Service coordinator and the Resident Service Specialist(s) are there to assist them to meet their responsibilities related to homeownership; to help them with their daily problems arising from housing occupancy; and thus, enable the homebuyer families to enjoy their new home. An example of the subjects that could be covered:

1. Budgeting and money management (the necessity of allocating funds for home payment, utilities and other necessities).
2. Care and maintenance of the house. As in the pre-occupancy training, the family should be made thoroughly familiar with all the systems and major and minor appliances in the home, but emphasis should shift to actual care and maintenance.
3. Knowledge and understanding about warranties and family responsibilities with respect to warranties.
4. Develop skills to undertake minor repairs around the house.
5. Care of garden and yards.
6. Referral services (information about services available to families through local and federal agencies).

NOTE: 1. It is hoped that in the initial phase of resident training and services an effective channel of communication be established among the homebuyer families, the trainer/Resident Service specialist and the housing authority. These improved communications will contribute to the efforts of the trainer/counsellors in their work to assist the

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families in developing those behavior patterns which will help them assume their responsibilities as residents. This, in turn, will make it easier for the housing authorities to attain the tribes objectives for providing decent, safe and sanitary living conditions for the people, for conducting the business of the housing authority effectively and efficiently, and for meeting all accountability requirements.

2. This section should also contain a statement indicating the provisions to be made to involve other federal and local agencies and resources available to the community for providing various educational experiences which may have meaningful and practical content.

IV. STAFF

In this section state how many Resident Service staff members will be recruited. (Depending on the size of the project to be served one or more Resident Specialists can be hired. However, each housing authority can only hire one Resident Services Coordinator.) Give a brief description of duties and responsibilities of the Coordinator and Resident Specialists. Detailed job descriptions, where appropriate and available, may be included or attached.

V. RESIDENT SERVICE STAFF TRAINING

In this section provide information on staff training. What staff training source will be useful? When and where will it be

provided? How will staff get to and from training? Show the capability of the organization to provide the needed training and the organization's ability to meet the minimum standards for training and their knowledge of the reporting system.

VI. TIME AND DURATION OF THE RESIDENTIAL SERVICES PROGRAM

In this section provide information related to both the housing authority's hiring the RSP staff and to their working with the families to be served under this funding.

- A. When do you intend to begin the RSP for this housing project; how long will it be carried out?

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- B. What phases will it include (e.g., pre-occupancy, move-in, post-occupancy).
C. What staff (positions and number in each will be needed to carry out the RSP, etc.).
D. When will RFP staff be hired/assigned and when will they begin working under this funding?

VII. PROPOSED BUDGET

In this section state the amount of funds you expect to receive from HUD or the discretionary funding sources to be used to carry out the program. Specify the source from which you will receive your funding. Include the cost breakdown of expected expenditures. For example:

HUD-funding RSP for 50 Mutual Help housing units

Project No. _____ Total funding received from HUD \$ _____

1. SALARIES

- A. Wages of each RSP staff member to be employed (includes salary withheld for tax (IRS) purposes).

Coordinator \$ _____

Resident Services Specialist(s) \$ _____

- B. Employee benefits ("fringes") \$ _____
(Please note that no more than 15% of salaries is allowed for employee benefits under the RSP).

TOTAL SALARIES \$ _____

2. WORKING WITH FAMILIES

- A. Local mileage to conduct home visits \$ _____

- B. Per diem (per diem is allowed only if geographic and/or distance factors require being away from home in order to provide resident training and services) \$ _____

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- C. Instruction materials and training tools for providing training, demonstration and group meetings; related reference materials for developing training materials and/or sessions. \$ _____

- D. Outside Resources (expenses incurred \$ _____

in providing necessary resource persons
to assist in the training of the families
such as electricians, plumbers, etc.

3. STAFF TRAINING

Instructor (fees, expenses of those who will conduct the staff training). \$_____

Registration/materials (any enrollment registration, or materials fees required by the training institution). \$_____

Travel/per diem (the amount necessary to cover the costs of transportation [fares], mileage reimbursement, limousine, meals, lodging, etc., for RSP staff members while enroute to and from the site of staff training). \$_____

4. EQUIPMENT AND SUPPLIES

Telephone, duplicating and printing, office supplies, etc., necessary to implement the Resident Service Program. E_____

If your HUD-funded Resident Service Programs are planned to cover more than a twelve-month period, it is necessary to have your budget broken down by each year. Year 1 would include the first twelve months; Year 2 the second twelve months or any portion thereof, etc.

5. REFERRAL SERVICERS

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RESIDENT SERVICE PROGRAM
GENERIC RESERVATION HOUSING AUTHORITY

GENERIC RESERVATION
ANYTOWN, STATE

1. INTRODUCTION A-16.8 Appendix 16

1.1 Units to be Served by the Resident Services Program

- o Units in operation. There are currently 350 total units under management: 250 units of Mutual Help (New) on scattered sites covering a 40 mile radius, and 100 units of Low Rent in four separate clusters covering approximately the same boundary. The oldest units in the MH projects are 12 years, and the units in the LR projects are between 10 and 20 years old.

- o Units under development. The development program for Project ST 20-10 (50 conventional MH units) was approved by HUD on June 15, 1989. Total funding in the budget for the RSP is \$25,000. The units are all scheduled for completion by February 1, 1991.

1.2 Need

All the residents, to be served by this program, have a variety of problems, concerns and needs that necessitate the availability of staff people who can be in contact with them regularly. This Housing Authority has recognized the need for a special program to target just this kind of need and service.

2. PURPOSES AND OBJECTIVES

- o To develop resident understanding of their rights and responsibilities in one of the housing programs available through the Housing Authority and of the Housing Authority administration itself.
- o To develop an understanding of the need and importance of a cooperative relationship among participants, the Housing Authority and relevant agencies involved in the housing process.
- o To upgrade and promote better housing and living conditions while maintaining levels of self-respect, self-esteem and promoting self-determination.
- o To develop awareness and abilities of residents to handle their circumstances and fulfill their responsibilities as residents.
- o To promote understanding of home management, i.e., managing financial obligations, care and maintenance of the home, energy and resource conservation, and fire and safety problems, etc.
- o To provide residents with opportunities for developing the skills which will help them maintain and enjoy their homes and which will result in reduced maintenance and repair costs, insurance risks, and delinquent account.
- o To assist-in developing cooperative resident associations which promote community spirit and a "self help" attitude and result in improved resident socialization.

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- o To coordinate referral services for the residents.

3. METHODS

3.1 Group training sessions and meetings at the pre-occupancy and post-occupancy stages. Areas of coverage:

- o In-depth study of the occupancy agreements in preparation for its execution; especially rights and responsibilities.

- o Benefits and advantages/disadvantages of occupancy and ownership.
 - o Financial management.
 - o Fire, security and safety management.
 - o Referral services.
- 3.2 Home visits for individual guidance and specialized training and in response to individual requests for contact services.
- 3.3 Demonstrations to aid families in developing or improving skills in areas related to program coverage.
- 3.4 Group work projects, usually at onsite locations, to promote community activities and projects.

4. STAFF AND STAFF TRAINING

The RSP will consist of one coordinator and one or more specialists, as needed during the term of this contract. All employees will be local residents of the reservation area who are familiar with the culture and the local situation. Position descriptions are attached to define the duties and roles of each RSP staff member.

It is anticipated that the staff will receive training (and associated certification) through the Residential Services Certification Program provided by the National American Indian Housing Council, when available during the term of this contract.

5. CONTRACT TERM

The term of this project and budget cycles are described in detail in the attached budget and timeline.

6. PROPOSED BUDGET

A proposed budget spreadsheet is provided as an attachment to detail the expenditure projections across all projects for a period of two years.

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7. PROGRAM EVALUATION

The Housing Authority will submit the following reports to HUD on a monthly basis:

- o A detailed statement of expenditures posted for the month and the period.
- o A report and narrative describing the type and intensity of activities performed during the month and any observed results of program effectiveness (i.e., reduction of TAR'S, family participations, problem solved).

RSP COORDINATOR

EXECUTIVE DIRECTOR

CHAIRMAN

HUD APPROVAL

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