

## PHN 2022-14 RSC NOFA

### Attachment A: Resident Service Coordinator (RSC) and Mixed Population Service Coordinator Award Reporting Metrics

LHAs awarded Resident Service Coordinator Awards or Mixed Population Service Coordinator Awards will submit annual reports to DHCD on the following metrics. DHCD will provide a reporting template when the funds are awarded. Note, these metrics and the template may be revised in subsequent years.

#### Program Demographics:

- Information on residents served by RSC/Mixed Population Service Coordinator
  - Total # households
  - Total # residents
  - Total # elderly residents
  - Total # non-elderly disabled residents
  - Total # family development residents
- Demographics of residents served
  - Gender
  - Race
  - Ethnicity
  - Primary language
  - Age
  - Household income
  - Employment status

#### Program Metrics:

- Number of full/part time RSC/Mixed Population Service Coordinator positions funded by the DHCD award
- Number of current tenants' residencies preserved due to RSC/Mixed Population Service Coordinator intervention beyond a referral (defined, at a minimum, as meeting with a household four times over the year)
  - Examples of how intervention stabilized the household and assisted the resident with successful tenancy
  - A quantifiable estimate of the impact of this successful tenancy on the LHA
  - Partners leveraged to achieve successful tenancy
- Outreach to tenants
- Number of referrals made to local Community Action Agency
- Number of referrals made in each service category listed below

#### Flexible Funds (for RSC Awards only):

- How flexible funds were used

Service Categories	Examples
Housing Stabilization Support	Referrals for back rent support, housekeeping support through classes or referrals, focusing on households with 14-day notices to get them connected to jobs, accessing benefits, eviction prevention, etc.
Health & Wellness	Walking clubs, nurses/doctors on site, wellness centers, fall prevention, chronic disease management, childhood asthma prevention, fitness programs, etc.
Nutrition/ Healthy Food Access	Farmers market, nutrition classes, food pantry/free food access, community gardens, etc.
Mental/ Behavioral Health	Counseling, peer support groups, stress management techniques, partnering with mental health providers, parenting programs, etc.
Financial Capability Programs	Increasing % of banked residents, matched savings accounts, financial education classes, FSS program, budget workshops, financial coaching, fraud prevention, etc.
Workforce Development	Partnerships with career centers/job training, job fairs, partnerships with employers, industry-specific job training classes, etc.
Adult Education Support	English as a Second Language (ESL) classes, Adult Basic Education (ABE) classes, GED, connections to community colleges/universities, etc.
Youth Education Support	Tutoring, school success partnerships, early education enrollment support, school to college support, etc.
Youth Programming	Youth employment, out of school activities, youth leadership programs, youth art programs, etc.
Social Cohesion/ Reduce Isolation	Connecting to local senior centers or other groups, community events, social activities organized by residents or by staff, etc.
Community Engagement	Leadership development, civic engagement, voter registration, etc.
Referrals	Connections to a variety of different services, programs, and benefits.
Other	Please specify.