Commonwealth of Massachusetts
EXECUTIVE OFFICE OF HOUSING & LIVABLE COMMUNITIES
Maura T. Healey, Governor ◆ Kimberley Driscoll, Lieutenant Governor ◆ Juana Matias, Secretary

To: Local Housing Authority Executive Directors **PHN 2026-13**
From: Jason Wright, Director, Bureau of Policy, Operations, and Performance
Subject: Regional Resident Service Coordinator Grants: Administrative Requirements and Best Practices
Date: October 15, 2026

The purpose of this Public Housing Notice (PHN) is to clarify the roles and responsibilities of Administrators of regional RSC Grants. For simplicity, this PHN will use the term RSC generally to refer to both types of Service Coordinators.

Need To Know:

- **The administering LHA for an LHA is identified in the award letter from HLC. Regional awardees should contact EOHLC if they wish to change the grant administrator.**
- **Administering LHA responsibilities include: Coordinating finances, employee hiring and management, administration of contracts (if any), and ensuring compliance with RSC grant requirements (e.g., data collection, submission of job descriptions)**
- **LHAs involved in regional grants should meet periodically to discuss the program and its administration**

Identifying the Administrator

The administrator of the regional grant is identified in the award letter issued by EOHLC based on the application submission of the LHAs participating in the regional grant. Letters are addressed to the Executive Director. If you do not have access to the award letter, please contact EOHLC. If the regional grant recipients would like to change the administering LHA, they should notify EOHLC.

The administrator of the grant is the LHA that receives the entire award amount each fiscal year. If the LHAs involved in the regional grant have different fiscal years, the RSC funds will be distributed based on the fiscal year of the administering LHA.

Responsibilities of the Administrator

The administrator of the regional grant is responsible for coordinating finances, employee hiring and management, and ensuring compliance with grant requirements, as issued by EOHLC via Public Housing Notice (PHN), RSC Handbook, annual Budget Guidelines or other guidance. EOHLC expects that LHAs partnering in a regional grant will meet regularly to discuss the grant and manage personnel issues between the sites. Failure or refusal to meet with a partnering LHA is considered non-compliance and could jeopardize future funding.

Hiring Process and Participation,

Regional grantees are required to collaborate with partner LHAs in the hiring process for any RSC funded under their grant award. While the LHA administering the regional grant hires or contracts for the RSC(s), it must offer its non-administrative LHA partners the opportunity to review applications and interview candidates (or participate in interviews). The LHA administering the grant will be the LHA which hires the RSC and is responsible for final hiring determinations, in consultation with regional partners. **The administering LHA is responsible for submitting the RSC job description to EOHLC for approval (see PHN 2026-03)**.

Supervision and Discipline Process

Detailed information regarding RSC hiring, supervision and discipline can be found in PHN 2026-03. The RSC is an employee of the LHA and must act in the interests of the LHA and partner grantees. The administering LHA should ensure that grant funded RSCs have regular supervision with their manager to review and discuss the RSC's performance and provide direction and correction as required. EOHLC recommends having a clearly defined process for evaluating RSC performance, and performance criteria should be based on the job description approved by EOHLC.

Should the performance of an RSC lead to consideration of discipline, dismissal or termination, the administering LHAs should incorporate steps to confer with other participating LHAs and, where reasonably possible, to inform other participating LHAs in writing before an RSC is terminated. The administering/employer LHA should comply with all aspects of its own HR policy in discipline, suspension, and termination decisions.

Finances

Regional grants receive $70,000 in RSC funds, $65,000 of these funds can be used towards personnel costs and $5,000 of these funds are earmarked as flexible funds. As the recipient of the grant funds, all expenses such as RSC salary and flexible funds will be paid by the administering LHA. Administrators, in coordination with the non-administering LHAs, must determine how the grant funds will be spent. This includes:

- Salary and Benefits for the RSC (s)
- Flex Fund Allotment per LHA
- Process for requesting, documenting and distributing flexible funds

All participating LHAs are entitled to view how the RSC funds have been spent. This includes review of any third-party contracts related to the RSC program. All changes to RSC related expenditures must be approved by all grantees.

Additional information about the appropriate use of flexible funds can found in the RSC Handbook and PHN 2026-03. **Please note that RSC funds are not to be used to pay Executive Director salary.** Furthermore, RSC funds should not pay for staff hours related to rent collection, lease enforcement and/or unit inspection, as these are not appropriate tasks for an RSC.

Data and Reporting

All Resident Service Coordinator (RSC) Grant award recipients, including Mixed Population awards, must submit data to EOHLC each year using the data collection system indicated by EOHLC. Reports cover the most recent calendar year (January through December), not an LHA's fiscal year. Reports are due on the last day of January of the following year (e.g., CY 2025 data was due in January 2026). Additional information on reporting requirements including the required data points can be found in the RSC Handbook.

The administrating LHA, in coordination with participating LHAs, should set up a system and protocols for collecting data at each LHA so that it may comply with EOHLC's data submission requirements. These protocols must include a way to get aggregate data necessary for reporting to the administrating LHA. Each LHA must ensure that the RSC has access to the tools necessary to effectively track the required data, including but not limited to a laptop, internet access and tenant records as appropriate.

It is the responsibility of the administrating LHA to submit annual reports to EOHLC for each of the LHAs covered under the regional grant. For example, if the regional grant covers LHA A, B and C and C is designated as the administrator, then LHA C must submit annual data reports for LHAs A, B and C.

Expectation for Coordination

In entering into a regional grant, the LHAs who are funded by the grant agree to work together to ensure the success of the Resident Services program at all sites. As part of this coordination, all associated parties must meet to confer on personnel decisions, program protocols and expectations, finances, data collection and reporting at the initiation of the grant and periodically thereafter. EOHLC expects that LHAs involved in regional grants will meet periodically to discuss the program and its administration.

EOHLC may amend or terminate a regional award if there is a pattern of noncompliance with grant requirements, including those issued via PHN, RSC Handbook, annual Budget Guidelines, and other guidance. For regional grants, this includes an ongoing lack of collaboration among recipient LHAs. Note: If a participating LHA decides to withdraw from a Regional RSC grant, funding will not be diverted from the grant to the withdrawing LHA. In this circumstance, EOHLC retains discretion as to whether to adjust the amount of the grant award.

Regional grantees experiencing difficulty collaborating or meeting grant requirements should reach out to Ann Young, at Ann-Elizabeth.Young@mass.gov, to discuss available resources and support.

As always, we appreciate your dedication to our public housing residents through all the work that you do.