

RESIDENT SERVICE COORDINATOR **INITIATIVE APPLICATION NOTICE**

September 16, 2019

Please be advised that the Amesbury Housing Authority in partnership with the Merrimac Housing Authority, Newburyport Housing Authority and West Newbury Housing Authority will be submitting a **Regional Resident Service Coordinator Initiative Application** for the availability of funding to hire a Resident Service Coordinator to work with residents who reside in our state aided housing programs.

The application is available on the bulletin boards located in the Heritage Towers lobby, Powow Villa community building and Merrimac Housing Authority community building as well as at the Amesbury Housing Authority office during normal business hours.

You may also view the application online at either of the following websites:

www.amesburyha.com

www.merrimacha.com

Residents are encouraged to submit written comments regarding the Resident Service Coordinator Initiative application.

Written comments may be forwarded to the attention of the Executive Director, Amesbury Housing Authority, 180 Main Street, Amesbury, MA 01913 or by email at executivedirector@amesburyha.com.

Written comments will be accepted until October 4, 2019 noontime.



ATTACHMENT A: APPLICATION FOR DHCD RESIDENT SERVICE COORDINATOR INITIATIVE 2019

Please email this form and relevant attachments by 5PM, Thursday, October 31, 2019 to aviva.rothman-shore@mass.gov. In email subject line, write: "RSC Application – LHA Name". No scans or faxes, please.

GENERAL INFORMATION			
LHA Name	Amesbury Housing Authority	Date	September 16, 2019
LHA Contact	Michelle Bibeau	Contact Phone	(978) 388-2022
Contact Title	Executive Director	Contact Email	executivedirector@amesburyha.com

LHA's STATE-AIDED PORTFOLIO								
PROGRAM	Number of Residents	Number of Units	Number of Units by Type					
			Studio	1-BR	2-BR	3-BR	4-BR	5-BR
Ch. 200 Family	87	27			15	12		
Ch. 705 Family	35	13		2	5	2		4
Ch. 667 Elderly	174	205						
Ch. 667 Non-elderly Disabled	46							
TOTAL	342	245						

CURRENT RSC STAFF INFORMATION			
Name of Any Current RSC Staff	Title	Number of Hours Per Week	Population Served (elderly, family, youth, persons with disabilities, state/federal/etc)
Not AHA Staff- Elder Services of MV Staff	Supportive Housing Coordinator	22.50	Elderly/persons with disabilities

RECOGNIZED LTO INFORMATION					
Name of LTO(s)	LTO Officer(s) Contact Name	LTO Mailing Address	LTO Email	LTO Phone Number	Property(s) Represented
N/A					

COMMUNITY NEED

Below, please describe the general need for an RSC at the LHA and how the LHA has attempted to meet this need to date. Identify the top three areas of concern that an RSC would work on and how they would address them.

AHA currently participates in the DHCD Supportive Services Program for two of our 667 developments. The Resident Services Coordinator, under the supervisor of Elder Services of the Merrimack Valley, Inc. works approximately 22.50 hours onsite per week.(RSC is not an AHA employee) AHA works very closely with Resident Services Coordinator to meet the needs of the 667 Residents, to include Homecare services, budgeting, assistance with obtaining health insurance, social activities and informational sessions. This program is not available for AHA other 667 development (60 units) or family developments (50 units).

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Below, please describe the general need for an RSC at the LHA and how the LHA has attempted to meet this need to date. Identify the top three areas of concern that an RSC would work on and how they would address them.

The LHA currently works with local social service agencies to include, Pettengill House, Our Neighbors Table, Community Action and Merrimac Council on Aging and Elder Services of the Merrimack Valley, Inc., Veterans of Northeast Outreach Center, Northeast Independent Living and Tenancy Preservation Program to assist residents with services to enable seniors to age in place and families to maintain their residency. Due to the small staff size of the authority, the Housing Manager is currently working with local services agencies to assist residents to provide resources to assist to preserve their tenancy.

The dire need for a Resident Services Coordinator (RSC) at the regional authorities named in this application is imperative for residents to have access to benefits and support services in order for them to preserve their tenancy. Many Seniors/disabled residents are in need of support services such as housekeeping, budgeting, shopping, socialization, counseling and personal care. Family residents are in need of job training, daycare options, housekeeping, budgeting, parenting skills, counseling, addiction groups and socialization.

The availability of a Resident Service Coordinator offers a stabilized contact person for the residents. An RSC would be able to focus mainly on the needs of the residents. Many seniors as well as families are apt to request information or assistance when dealing with one person directly. A relationship forms where the tenants are more comfortable with accepting more services and participating in informational events based on their individual needs.

Although there are many areas of concern that need assistance, the Top three areas of concern would be for Mental Health/Behavioral Health, Addiction and Housing Stabilization Support.

Mental Health/Behavioral Health- work with local social service agencies to provide counseling, peer support groups, stress management, parenting programs, bullying resources to provide as needed.

Addiction- work with local social service agencies to provide counseling, addiction resources/programs, support resources to provide as needed.

Housing Stabilization Support- work with local social service agencies to provide referrals for back rent, housekeeping, eviction prevention, accessing benefits and support resources to provide as needed.

METRIC TRACKING

ATTACHMENT A: APPLICATION FOR DHCD RESIDENT SERVICE COORDINATOR INITIATIVE 2019

Below, please describe how you will track the required metrics for the RSC Initiative and report them to DHCD on a yearly basis.

The Supportive Services Coordinator will keep on a spreadsheet the required metrics that is required for reporting to DHCD annually. The Supportive Services Coordinator in conjunction with Executive Director of all authorities and/or HA Staff will meet on a monthly or quarterly basis to remain updated on services being provided, future services, resident concerns as well as reviewing the DHCD reporting metric template. All HA's will discuss, review and approve DHCD reporting metric template prior to submission.

List of Attachments to include in application:

- A. Completed Application (Attachment A);
- B. 2-page (maximum) letter addressing all items listed in Section 4;
- C. A list of community referral partners describing the level of relationship the LHA has already established;
- D. RSC Job Description. Sample job descriptions can be found here:
<https://coresonline.org/resources?topic=7&type=All>;
- E. A board vote of application approval, as evidenced by a certified extract from the meeting minutes
- F. A letter from the head of the recognized Local Tenant Organization (s) (LTO) or, if there is no recognized LTO, a letter from the Executive Director certifying that tenants were offered the opportunity to meet and discuss or submit written comments regarding the LHA's application.

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GENERAL INFORMATION			
LHA Name	Merrimac Housing Authority	Date	September 16, 2019
LHA Contact	Michelle Bibeau	Contact Phone	(978) 388-2022
Contact Title	Executive Director	Contact Email	executivedirector@amesburyha.com

LHA's STATE-AIDED PORTFOLIO								
PROGRAM	Number of Residents	Number of Units	Number of Units by Type					5-BR
			Studio	1-BR	2-BR	3-BR	4-BR	
Ch. 200 Family								
Ch. 705 Family	12	4			2	2		
Ch. 667 Elderly	48	48		48				
Ch. 667 Non-elderly Disabled								
TOTAL	60	52						

CURRENT RSC STAFF INFORMATION			
Name of Any Current RSC Staff	Title	Number of Hours Per Week	Population Served (elderly, family, youth, persons with disabilities, state/federal/etc)

RECOGNIZED LTO INFORMATION					
Name of LTO(s)	LTO Officer(s) Contact Name	LTO Mailing Address	LTO Email	LTO Phone Number	Property(s) Represented
N/A					

COMMUNITY NEED

Below, please describe the general need for an RSC at the LHA and how the LHA has attempted to meet this need to date. Identify the top three areas of concern that an RSC would work on and how they would address them.

The LHA currently works with local social service agencies to include, Pettengill House, Our Neighbors Table, Community Action and Merrimac Council on Aging and Elder Services of the Merrimack Valley, Inc., Veterans of Northeast Outreach Center, Northeast Independent Living and Tenancy Preservation Program to assist residents with services to enable seniors to age in place and families to maintain their residency. Due to the small staff size of the authority, the Housing Manager is currently working with local services agencies to assist residents to provide resources to assist to preserve their tenancy.

The dire need for a Resident Services Coordinator (RSC) at the regional authorities named in this application is imperative for residents to have access to benefits and support services in order for them to preserve their tenancy. Many Seniors/disabled residents are in need of support services such as housekeeping, budgeting, shopping, socialization, counseling and personal care.

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Family residents are in need of job training, daycare options, housekeeping, budgeting, parenting skills, counseling, addiction groups and socialization.

The availability of a Resident Service Coordinator offers a stabilized contact person for the residents. An RSC would be able to focus mainly on the needs of the residents. Many seniors as well as families are apt to request information or assistance when dealing with one person directly. A relationship forms where the tenants are more comfortable with accepting more services and participating in informational events based on their individual needs.

Although there are many areas of concern that need assistance, the Top three areas of concern would be for Mental Health/Behavioral Health, Addiction and Housing Stabilization Support.

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Housing Stabilization Support- work with local social service agencies to provide referrals for back rent, housekeeping, eviction prevention, accessing benefits and support resources to provide as needed.

METRIC TRACKING

Below, please describe how you will track the required metrics for the RSC Initiative and report them to DHCD on a yearly basis.

The Supportive Services Coordinator will keep on a spreadsheet the required metrics that is required for reporting to DHCD annually. The Supportive Services Coordinator in conjunction with the Executive Director of all authorities and/or HA Staff will meet on a monthly and/or quarterly basis to remain updated on services being provided, future services, resident concerns as well as reviewing the DHCD reporting metric template. All HA's will discuss, review and approve DHCD reporting metric template prior to submission.

List of Attachments to include in application:

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- C. A list of community referral partners describing the level of relationship the LHA has already established;

ATTACHMENT A: APPLICATION FOR DHCD RESIDENT SERVICE COORDINATOR INITIATIVE 2019

- D. RSC Job Description. Sample job descriptions can be found here:
<https://coresonline.org/resources?topic=7&type=All>;
- E. A board vote of application approval, as evidenced by a certified extract from the meeting minutes
- F. A letter from the head of the recognized Local Tenant Organization (s) (LTO) or, if there is no recognized LTO, a letter from the Executive Director certifying that tenants were offered the opportunity to meet and discuss or submit written comments regarding the LHA's application.

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GENERAL INFORMATION			
LHA Name	Newburyport HA	Date	9/16/2019
LHA Contact	Tracy M. Watson	Contact Phone	978.465.7216
Contact Title	Executive Director	Contact Email	tmwatson@nhahousing.com

LHA's STATE-AIDED PORTFOLIO								
PROGRAM	Number of Residents	Number of Units	Number of Units by Type					5-BR
			Studio	1-BR	2-BR	3-BR	4-BR	
Ch. 200 Family	120	42			24	18		
Ch. 705 Family								
Ch. 667 Elderly	105	100		100				
Ch. 667 Non-elderly Disabled								
TOTAL	125	142						

CURRENT RSC STAFF INFORMATION			
Name of Any Current RSC Staff	Title	Number of Hours Per Week	Population Served (elderly, family, youth, persons with disabilities, state/federal/etc)
N/A			

RECOGNIZED LTO INFORMATION					
Name of LTO(s)	LTO Officer(s) Contact Name	LTO Mailing Address	LTO Email	LTO Phone Number	Property(s) Represented
Kelleher Gardens	Tracy Gorman President	15 Kelleher Way Newburyport, MA 01950	Tgorma64@com cast.com	978.518.0236	Kelleher Gardens

COMMUNITY NEED

Below, please describe the general need for an RSC at the LHA and how the LHA has attempted to meet this need to date. Identify the top three areas of concern that an RSC would work on and how they would address them.

Currently NHA has no RSC services for residents. Our 667 Bldg is centrally located downtown and we do work in conjunction with our Senior Center to make sure rides are provided and shuttles available for residents to attend events at The Senior Center.

The LHA currently works with local social service agencies to include, Pettengill House, Community Action and Newburyport Council on Aging and Elder Services of the Merrimack Valley, Inc., Nourishing the Northshore, Pennies for Poverty, The Home for Aged Men Foundation, and the Tenancy Preservation Program to assist residents with services to enable seniors to age in place and families to maintain their residency.

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Due to the small staff size of the authority, The dire need for a Resident Services Coordinator (RSC) at the regional authorities named in this application is imperative for residents to have access to benefits and support services in order for them to preserve their tenancy. Many Seniors/disabled residents are in need of support services such as housekeeping, budgeting, shopping, socialization, counseling and personal care so that they can continue to age in place and in their homes.

Family residents are in need of job training, daycare options, housekeeping, budgeting, parenting skills, counseling, addiction groups and socialization.

The availability of a Resident Service Coordinator offers a stabilized contact person for the residents. An RSC would be able to focus mainly on the needs of the residents. Many seniors as well as families are apt to request information or assistance when dealing with one person directly. A relationship forms where the tenants are more comfortable with accepting more services and participating in informational events based on their individual needs. Although there are many areas of concern that need assistance, the Top three areas of concern would be for Mental Health/Behavioral Health, Addiction and Housing Stabilization Support.

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Housing Stabilization Support- work with local social service agencies to provide referrals for back rent, housekeeping, eviction prevention, accessing benefits and support resources to provide as needed.

METRIC TRACKING

Below, please describe how you will track the required metrics for the RSC Initiative and report them to DHCD on a yearly basis.

The Amesbury HA Supportive Services Coordinator will keep on a spreadsheet the required metrics that is required for reporting to DHCD annually. The Supportive Services Coordinator in conjunction with Executive Director of all authorities and/or HA Staff will meet on a monthly or quarterly basis to remain updated on services being provided, future services planned, resident concerns as well as reviewing the DHCD reporting metric template. All HA's will discuss, review and approve as needed to fulfill all metric tracking obligations.

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<https://coresonline.org/resources?topic=7&type=All>;
- E. A board vote of application approval, as evidenced by a certified extract from the meeting minutes
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GENERAL INFORMATION			
LHA Name	West Newbury Housing	Date	9/16/2019
LHA Contact	Tracy M. Watson	Contact Phone	978.465.7216
Contact Title	Executive Director	Contact Email	tmwatson@nhahousing.com

LHA's STATE-AIDED PORTFOLIO								
PROGRAM	Number of Residents	Number of Units	Number of Units by Type					
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Ch. 200 Family								
Ch. 705 Family	38	12			2	10		
Ch. 667 Elderly	15	13		14				
Ch. 667 Non-elderly Disabled	1	1						
TOTAL	53	26						

CURRENT RSC STAFF INFORMATION			
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N/A			

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Currently WNHA has no RSC services for residents. Our 667 Bldg is attached to town hall and our residents there do have access on occasion to visiting nurses, nutrition programs, blood pressure clinics, etc. Staff has worked as closely as possible with Town Hall and the Senior Center to make sure that our residents are aware and able to attend events and health services when offered.

The LHA currently works with local social service agencies to include, Pettengill House, Community Action and Newburyport Council on Aging and Elder Services of the Merrimack Valley, Inc., Nourishing the Northshore, Pennies for Poverty, The Home for Aged Men Foundation, and the Tenancy Preservation Program to assist residents with services to enable seniors to age in place and families to maintain their residency. Due to the small staff size of the authority,

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Community Referral Partners

Amesbury, Merrimac, Newburyport and West Newbury are all very active with the following partners:

Pettengill House- Provides children and family services for the Amesbury, Byfield, Groveland, Merrimac, West Newbury, Newburyport, Rowley, Salisbury and Newbury area. Provides, community partnership initiatives, crisis intervention services, counseling and advocacy, rent assistance, senior support, home visits/assessments and interventions and more.

Elder Services of the Merrimack Valley, Inc.- provides services to elders and disabled adults who reside in northeast area. Provides alternatives to nursing home care, behavioral health services, care transition program, care ride program, personal care assistance, financial resource program, home care, protective services and more.

Our Neighbors Table- provides food assistance and meals to individuals and families living in northeastern Essex county.

Amesbury/Newburyport/Merrimac/West Newbury Council on Aging-serves as advocates for their towns older adults ensure their health, economic, cultural and social needs and encourage maximum independence to improve their quality of life.

Nourishing the North Shore - The Mission of Nourishing the North Shore is to ensure equal access to healthy, local food to all members of greater Newburyport in a manner that builds community, fosters connection, and promotes dignity and self-reliance. In partnership with NNS our residents have created sustainable vegetable gardens, weekly mini-farmers markets and bread deliveries to residents.

Pennies for Poverty - This organization provides funding to in need residents for a variety of personal needs from dental to vehicle repairs.

General Charitable Society - This organization provides funding directly to residents in need for household needs from food to new beds, etc.

The Home for Aged Men Foundation- this organization provides funding directly to residents in need for household needs from food to new beds, etc.

Amesbury, Merrimac, Newburyport and West Newbury are active with the following partners on an as needed basis:

Veterans Northeast Outreach Center-provides highest quality of services to assist, support and advocate for all Veterans and their families in Essex, Middlesex, Barnstable and Rockingham Counties. Provides resources including education, housing, employment, social services and more.

Community Action- provides resources and opportunities for individuals, families and communities to overcome poverty to several cities/towns in the northeast area. Provides adult learning center, clothing bank, emergency support for household bills, food pantry, drop in center, family day care referrals, fuel and energy programs and more.

Northeast Independent Living Program- provides advocacy and services to individuals with disabilities who wish to live independently in the community. Provides aging and disability resource long term care options counseling, independent living and vocational rehabilitation, long term services and supports, nursing home transitions, personal care assistance and youth services.

Tenancy Preservation Program- A homelessness prevention program. Works with tenants including families with children with disabilities, facing eviction as a result of behavior related to a disability. The program functions as a neutral party to the landlord and tenant.