

Example 4: Three developments of 20, 20 and 51 units (91 units, total) join forces. Among them, they have 10 frail residents and 15 others that are at-risk. These developments could justify at least a 3/4 time coordinator (after making allowances for travel time between sites).

Example 5: In a 80-unit development there are no frail individuals, but about 40 who are at-risk. This development could justify a 3/4 to full-time coordinator.

Example 6: In a 150 unit development, 45 residents are frail and another 60 are at-risk. This development could justify at least one full-time and an additional part-time Service Coordinator.

All above examples are guidelines that you should adapt to local situations. Non-elderly people with disabilities would factor the same in the above examples as either frail or at-risk elderly.

5.4 Quality Assurance

Management must assure that the Service Coordinator function is effectively implemented. Therefore, quality assurance (i.e. program evaluation) is an allowable program expense and HUD strongly encourages you to include this practice in your program. You may propose a cost of up to five (5) percent of the Service Coordinator salary to pay for on going program evaluation activities. Your QA activities must include two program evaluation reviews during the first year of program operation and one review each successive year.

In your application, provide a narrative description of your proposed QA activities and indicate the qualifications of potential consultants who you would use to evaluate your program. A qualified third party must perform the program evaluation work. Basic qualifications include supervisory experience and education in social or health care services. If you receive a Service Coordinator grant, you will be required to provide evidence of your consultant's qualifications and to maintain copies of your program evaluation reports in your grant files.

In-house and management staff may NOT perform this function and their salaries may not be augmented for this purpose.

6. FRAILTY CONSIDERATIONS

While a Service Coordinator may serve any resident of a development who needs assistance, priority must be given to frail or at-risk elderly or non-elderly people with disabilities.