

## **10. Program Requirements**

To receive and administer a Service Coordinator grant, you must meet the requirements of this Section and of Section V of the **General Section** of the SuperNOFA. (Please note that paragraphs E, G, and M of Section V do not apply to the Service Coordinator program.) These requirements apply to all activities, programs, and functions used to plan, budget, and evaluate the work funded under your program.

- A. You must make sufficient separate and private office space available for the Service Coordinator and/or aides, without adversely affecting normal activities.
- B. The Service Coordinator must maintain resident files in a secured location. Files must be accessible **ONLY** to the Service Coordinator, unless residents provide signed consent otherwise. These policies must be consistent with maintaining confidentiality of information related to any individual per the Privacy Act of 1974.
- C. Grantees must ensure that the Service Coordinator receives appropriate supervision, training, and ongoing continuing education requirements, consistent with statutory and HUD administrative policies. This includes 36 hours of training in age-related and disability issues during the first year of employment, if the Service Coordinator has not received recent training in these areas, and 12 hours of continuing education each year thereafter.
- D. **Administrative Costs.** The administrative costs of your program cannot exceed 10% of the program's cost.
- E. **Reports.** Grantees must submit semi-annual financial status and program performance reports. They must also provide information supporting program expenses at the time of receipt of grant funds for cost reimbursement. The objectives of the Service Coordinator program are to enhance a resident's quality of life and ability to live independently and age in place. The data that HUD collects on the Performance Report measures the grantee's success in meeting these intended program outcomes. The data reported include the numbers of residents served, their ages, frailty levels, and the range of services provided to them. In addition, the Performance Report assesses the Service Coordinator's efficiency in providing coordination, by reporting the number of hours worked, the amount of time spent doing administrative tasks, the types of professional training attended, and examples of problems encountered throughout the course of their work.
- F. As a condition of receiving a grant, Section 202 developments with project-based Section 8 must open a Residual Receipts account separate from the Reserve for Replacement account, if they do not already have such a separate account.