

PHN 2021-02

Attachment A: Resident Service Coordinator (RSC) Initiative Reporting Metrics

LHAs awarded RSC funds will submit annual reports to DHCD on the following metrics. The first report will be six months into the first year and then annually for each subsequent year. DHCD will provide a reporting template and final due dates when the funds are awarded. Note, these metrics and the template may be revised after the initial report.

General Demographics (information provided separately on each item for senior and family developments):

- Total # households
- Total # residents
- Total # non-elderly disabled residents
- Gender for heads of households, by percentage
- Race for heads of households, by percentage
- Age ranges for all tenants
- Average household income and income ranges

Program Metrics on RSC activities:

- Indicate how many RSC positions the LHA has and if they are part-time or full-time employees and if they are state-funded or not
- Number of households served in the state-aided portfolio
- Number of residents served in the state-aided portfolio
- Number of current tenants' residencies preserved due to RSC intervention beyond a referral (defined, at a minimum, as meeting with a household four times over the year)
 - Examples of how RSC intervention stabilized the household and assisting the resident with successful tenancy.
 - A quantifiable estimate of the impact of this successful tenancy on the LHA.
- Number of referrals made to local Community Action Agency
- Number of referrals made in each service category listed below
- Description of any on-site group program activities and the number of participants over the year, indicating if the program is ongoing or a one-time offering (for example after school tutoring, chronic disease management classes, walking clubs, food pantry or English as a Second Language (ESL) classes)

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)	