

Seattle Housing Authority
Notes on the Project-based and Mod Rehab Programs
Brown Bag Meetings

Meeting of September 5, 2008, 12:00 p.m. – 1:00 p.m.

Agenda

- Developing and defining a Scope of Work between SHA and housing providers

Areas of discussion:

1. Defining Key relationships/Points of contact
2. Role of agency
3. Training
4. Performance measurements/audit/oversight

Open Discussion:

1. HAP Contract exists between PHA and agency receiving funds
 - Housing provider has a contractual obligation on behalf of tenants to get required information to SHA
 - SHA doesn't generally have contractual relationship with the Social Services provider. The Housing Agency may have a separate agreement with the Social Service Agency.
2. Developing relationships between Housing Agency and the Social Service Agency to ensure client issues are being addressed
 - Good communication within agency, especially with building managers and social services case managers
 - Defined points of contact
 - Many housing providers have set up a general email address, ie: buildingname@agencyname.com
 - SHA needs two identified points of contact: one daily interactions and one for contractual issues
 - Request for SHA to communicate regularly regarding staffing changes
3. Training as defined in Scope of Work
 - SHA provides training for Project-based Agency staff on alternate months from the brown bags
 - Additional trainings are provided upon request
 - PowerPoint training materials are available online at the Project-based Owner's corner
 - Mod-Rehab training will be provided in December by SHA
 - It is essential to identify who is responsible for training at your agency
 - Housing providers should address issues of staff turnover and responsibilities for coverage/workload

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4. Performance Measurements and audit

- Income verifications
- Consequences of income found after application is approved
- More guidance requested for individuals who claim to be zero income
- Avoiding duplication of work between Agency staff and SHA staff
- Expectations should be defined in the Scope of Work
- SHA accepts some WSHFC forms so that Agencies don't have to duplicate as much work to meet WSHFC requirements and SHA's
- Streamlining processes

Meeting adjourned, scheduled time did not allow for the following items of discussion to be reviewed:

5. Reporting requirements

6. Reconciliations