



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Housing Management
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
6/21/2010		Original
8/26/2013	3.0, 3.1	Deleted: <i>Service Unit - The unit of service for Housing management is one month.</i>



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1.0 SERVICE DEFINITION

1.1 The Housing Management Service is to provide assistance property resident management to clients living independently in a cooperative living arrangement.

2.0 SERVICE GOAL

2.1 The goal of Housing Management Services is to ensure clients are successfully managing their responsibilities as residents and help them live as independently and harmoniously as possible in a cooperative community-based living arrangement.

3.0 SERVICE AREA

3.1 Housing Management services are available to eligible participants in the State of Delaware.

4.0 SERVICE LOCATION

4.1 Housing Management Services conducted in the service Provider's business location, in the residence of the participant, and/or in other locations based on the needs of the participant.

5.0 SERVICE DESCRIPTION

- 5.1 In carrying out the Housing Management Services, the Provider will:
- 5.1.1 Coordinate with participants to sign leases and understand responsibilities of being a resident.
 - 5.1.2 Provide residents tenant-landlord summary.
 - 5.1.3 Handle tenant-landlord relations.
 - 5.1.4 Collect rents and utility allowance from residents.
 - 5.1.5 Work with residents to create and maintain daily schedules of chores and house responsibilities.
 - 5.1.6 Work with residents to create house rules and guidelines regarding visitors, parking, meals, entertainment, etc.
 - 5.1.7 Act as a mediator to help the residents live together which respect for each other's needs and rights.
 - 5.1.8 Coordinate community living trainings.
 - 5.1.9 Coordinate all maintenance issues and community relations for the house.
 - 5.1.10 Act as a safety net for unforeseen issues.

6.0 SERVICE STANDARDS

- 6.1 The Providers will make services available only to those persons deemed eligible and referred by Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) staff.
- 6.2 The Provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.
- 6.3 The Provider will not enter into any subcontracts for any portion of the service contract without obtaining prior written approval from DSAAPD.
- 6.4 The Provider must develop and maintain policies and procedures for the delivery of Housing Management Services.



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- 6.5 The Provider must establish contact with the participant within five (5) working days of referral from DSAAPD.
- 6.6 The Provider must conduct a face-to-face visit to initiate the process within five (5) working days of establishing contact with the participant (except in extenuating circumstances, such as inability of the participant to meet within that timeframe).
- 6.7 The Provider must furnish DSAAPD with a copy of the signed lease and proof of receipt of tenant-landlord summary and house rules within ten (10) working days of residence.
- 6.8 The Provider must notify DSAAPD if the resident is not compliant or is evicted from the program. Within 24 hours of eviction and 72 hours of non compliance to house rules or policies.
- 6.9 Provider or refer residence to evictions counseling 30 days prior to eviction.
- 6.10 The Provider must complete all necessary requirements at the Federal, state, and local levels to act on behalf of the participant as a legally-recognized fiscal agent, including those requirements put forth by the Internal Revenue Service, the Delaware Division of Revenue, the Delaware Department of Labor, and/or other entities of Federal, state and local government which have jurisdiction over the functioning of a fiscal agent.
- 6.11 The Provider must conduct at least one face-to-face meeting with each participant weekly
- 6.12 The Provider must monitor each participant's payment history to ensure they are not in danger of eviction for nonpayment.
- 6.13 The Provider, in coordination with the participant, must review house rules monthly, least annually.
- 6.14 The Provider must establish and maintain for each participant a case file which contains:
 - 6.14.1 Documentation of lease
 - 6.14.2 Emergency contact information
 - 6.14.3 Sign copy acknowledging receipt of house rules and landlord tenant summary
 - 6.14.4 Copy of house chores they are responsible to do
 - 6.14.5 Documentation of resident training activities
 - 6.14.6 Documentation of routine contacts with the resident
 - 6.14.7 Documentation of any problems or concerns raised by the resident or by residents concerning the participant or other parties; attempts to investigate the problems or concerns; and the disposition of the problems or concerns.
 - 6.14.8 Documentation of and lease violations or rental assistance violations.
 - 6.14.9 Documentation of the annual reassessment of rental assistance and documentation of lease renewal
- 6.15 The Provider must notify the DSAAPD in the event of a hospital admission of nursing home placement of the resident.
- 6.16 The Provider must ensure access to the residents files by authorized representatives of Delaware Health and Social Services, Delaware State Housing Authority (if SRAP participant) and/or the Federal funding agency.
- 6.17 The Provider must operate the program and maintain records in a manner which is consistent with a resident's right to privacy and confidentiality.



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- 6.18 The Provider must comply with DSAAPD quality assurance initiatives related to this program.
- 6.19 The Provider must notify DSAAPD about issues or problems which threaten the continuation of residential services; issues or problems which present health and welfare risks; or other related issues or problems and when practicable, work with DSAAPD to resolve these issues or problems.
- 6.20 The Provider must notify DSAAPD of situation which may result in the involuntary termination of residential services by DSAAPD, such as:
 - 6.20.1 The inability of a participant to living in setting with appropriate supports.
 - 6.20.2 The presence of a health and welfare risk that has not been mitigated by intervention on the part of the Provider, DSAAPD, and/or other parties.

7.0 PROVIDER QUALIFICATIONS

- 7.1 The Provider must employ staff members with knowledge, experience, and abilities to sufficient to carry out the service.
- 7.2 The Provider must employ staff members with knowledge, experience, and abilities to sufficient to carry out the resident relations management's component of this service.