

## EXHIBIT 1: GUIDELINES

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The goal of the Supportive Services Coordinator Initiative is to expand resident access to services and programs. The initiative offers grants to CAHEC developer partners (“Owner(s)”) to defray the cost of part-time Supportive Services Coordinators (SSC) at CAHEC sites. The Owner of the site agrees to recruit, employ, and supervise the SSC, and CAHEC will provide to the SSC training and support on its Community Programs and to the Owner reimbursement up to a maximum of \$1200 per quarter.

The SSC’s primary responsibilities are to administer CAHEC’s Community Programs (including communicating with CAHEC concerning evaluation of programs), represent the site’s supportive services at compliance reviews, and connect residents with resources in the community. Beyond these primary responsibilities, Owners have the discretion of assigning additional duties within the guidelines of the job description. The SSC is not intended to assist with property management functions.

Although it is preferable that Owners select a resident of the site to serve as the SSC, Owners have sole discretion over recruitment of this position. Owners are required to employ the SSC and assume all expenses associated with the employee. The grant requires that the SSC work a minimum of 40 hours per month. However Owners can choose to increase the SSC’s hours at their own expense, which might be especially beneficial for larger sites or two local sites with the same ownership.

If the Owner selects a resident, additional monthly income may necessitate recertification. Falling out of good standing at the site could jeopardize the position. Leaseholder rights are not compromised by voluntary or involuntary termination of the SSC position.

Whereas Owners are entirely responsible for supervision of the SSC, CAHEC will provide feedback on how the programs are implemented. Any concerns over the SSC’s performance will be communicated to the SSC’s supervisor, a person determined by the Owner.

CAHEC will provide a one-day training program for each new SSC to provide information about the Community Programs. We will also provide a one-day “in-service training” for every SSC, corresponding with their attendance at CAHEC’s annual Partners Conference.

Exchange of information and feedback will take place primarily through a monthly Activity Report submitted to CAHEC and through the Community Programs Annual Evaluation administered by Compliance Managers during their compliance reviews. The monthly Activity Report must describe activities and hours and should be signed by the SSC’s supervisor prior to submittal.

Support and technical assistance will be provided by means of two site visits throughout the year, ongoing phone and email conversations, and quarterly Community Programs newsletters. The site visits will review the status of all programs and provide an opportunity for face-to-face interaction with the SSC.

At the end of each quarter, the Owner will submit an invoice to CAHEC for reimbursement.

There is no term limit placed on participation in the SSCI, although a renewal with the site should be processed at the end of each year.

## **EXHIBIT 1: GUIDELINES** – *continued*

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### **RESPONSIBILITIES**

#### **CAHEC**

- Provide program forms and marketing materials
- Review SSCI site applications
- Collect and review monthly Activity Reports and annual CP evaluations
- Conduct bi-annual site visits
- Provide guidelines for the project
- Provide training for the SSC through a one-time orientation and an annual in-service training
- Provide reimbursement up to a maximum of \$1200 per quarter

#### **OWNER/DEVELOPER**

- Submit site application
- Recruit and hire the SSC
- Send Information Form on final candidate to CAHEC for file
- Carry the SSC on payroll and assume all employee expenses
- Provide day-to-day supervision of the activities of the SSC
- Assign duties according to the Job Description
- Prepare and submit the Activity Report each month
- Provide materials, supplies, and adequate working space to permit the SSC to complete assigned duties

#### **SUPPORTIVE SERVICES COORDINATOR**

- Promote and administer CAHEC's Community Programs
- Provide program feedback as requested
- Connect residents with local resources
- Represent the property's supportive services during compliance reviews
- Perform additional duties as assigned by Owner/Developer

### **PROCEDURE FOR IMPLEMENTATION**

1. Project owner completes and submits SSCI application
2. CAHEC approves or rejects site application
3. Owner and CAHEC sign Supportive Services Coordinator Initiative Agreement
4. Owner recruits and hires SSC
5. CAHEC provides training for new SSC
6. SSC performs assigned duties
7. Owner invoices CAHEC on quarterly basis
8. CAHEC provides annual in-service training and biannual site visits