

# Supportive Services 10 TAC §10.619

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2023

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## Terms and Definitions

- Land Use Restriction Agreement (LURA)
  - The document which outlines what is required under the program for each development.
  - The development may have more than one LURA based on funding sources.
- Supportive Services
  - Required events and services to be held with regards to the program under which the development operates. Also referred to as Social Services.
- Programs Discussed:
  - Low-Income Housing Tax Credit (LIHTC or HTC)
  - BOND
  - Tax Credit Exchange Program (TCEP or Exchange)
  - Multifamily Direct Loan (MFDL)
    - HOME, National Housing Trust Fund (NHTF), TCAP RF

3

## Monitoring for Supportive Services

- If a development's LURA requires the provision of social services, the Department will confirm this requirement is being met in accordance with the LURA.
- Owners are required to maintain sufficient documentation to evidence that services are actually being provided. Documentation will be reviewed during monitoring reviews, beginning with the first review.
  - Planned services with specific dates may suffice as evidence of compliance during the first monitoring review.
- Evidence of services must be submitted to the Department upon request.
- If the development's LURA requires a monthly expenditure for the provision of services, the Department will monitor to confirm compliance.

4

## Supportive Services; not just for Tax Credit

**Supportive Services are now required in some Multifamily Direct Loan (MFDL) LURAs, in addition to the Housing Tax Credit and BOND programs that have always required services. Any program LURA should be reviewed in detail to ensure compliance with the program requirements outlined.**

5

## Where do Supportive Services come from?

- Government Code: Economic Development Programs Involving Both State and Local Governments
  - §2306.359(a)(7); BOND Applications will be ranked using the services to be provided to the tenants, along with other items included in statute.
  - §2306.6710(b)(1)(G); HTC Application threshold criteria will be evaluated with regards to the services to be provided to tenants of the development, in addition to the other items outlined in the requirements.
  - §2306.6725(a)(1); When allocating low income housing tax credits, the Department shall use a point system which includes, among other items, the ability of the proposed project to provide quality social support services to residents.
- The full code can be found online at the following link:  
<https://statutes.capitol.texas.gov/Docs/GV/htm/GV.2306.htm>

6

## Qualified Allocation Plan (QAP) Requirements

- All multifamily programs are governed by the Uniform Multifamily Rules and applicable provisions of the Qualified Allocation Plan (QAP)
  - Annually, the QAP will list the Resident Supportive Services available for developments applying for funds.
- QAP requirements change from year to year
  - The documents from previous years are available online under the archives.
- The full code can be found online at the following link:  
<https://www.tdhca.state.tx.us/multifamily/nofas-rules.htm>

7

## Qualified Allocation Plan (QAP) Example: 2006

(9) **The Services to be Provided to Tenants of the Development.** Applications may qualify to receive up to 8 points. Applications may qualify for points under both subparagraphs (A) and (B) of this paragraph. (2306.6710(b)(1)(I); 2306.254; 2306.6725(a)(1); General Appropriation Act, Article VII, Rider 7)

(A) Applicants will receive points for coordinating their tenant services with those services provided through state workforce development and welfare programs as evidenced by execution of a Tenant Supportive Services Certification (2 points).

(B) The Applicant must certify that the Development will provide a combination of special supportive services appropriate for the proposed tenants. The provision of supportive services will be included in the LURA as selected from the list of services identified in this subparagraph. No fees may be charged to the tenants for any of the services. Services must be provided on-site or transportation to off-site services must be provided (maximum of 6 points).

(i) Applications will be awarded points for selecting services listed in clause (ii) of this subparagraph based on the following scoring range:

(I) Two points will be awarded for providing two of the services; or  
 (II) Four points will be awarded for providing four of the services; or  
 (III) Six points will be awarded for providing six of the services.

(ii) Service options include child care; transportation; basic adult education; legal assistance; counseling services; GED preparation; English as a second language classes; vocational training; home buyer education; credit counseling; financial planning assistance or courses; health screening services; health and nutritional courses; organized team sports programs or youth programs; scholastic tutoring; any other programs described under Title IV-A of the Social Security Act (42 U.S.C. §5601 et seq.) which enables children to be cared for in their homes or the homes of relatives; ends the dependence of needy families on government benefits by promoting job preparation, work and marriage; prevents and reduces the incidence of out-of-wedlock

Signed by Governor Rick Perry November 16, 2005  
 Page 38 of 60

### 2006 Housing Tax Credit Program Qualified Allocation Plan and Rules

pregnancies; and encourages the formation and maintenance of two-parent families; any services addressed by §2306.254 Texas Government Code; or any other services approved in writing by the Department.

**This is an excerpt from the  
 2006 QAP showing what  
 services were required for  
 Housing Tax Credit  
 Applications.**

8

## Qualified Allocation Plan (QAP) Example: 2012-13

(9) **Tenant Services.** (§2306.6710(b)(1)(I) and §2306.6725(a)(1)) The purpose of this scoring item is to provide professional tenant services, tailored for the tenant population that will enhance the quality of life for the residents of the proposed Development. Applications may qualify to receive up to (10 points) for this item. By electing points, the Applicant certifies that the Development will provide a combination of supportive services, which are listed in §1.1 of this title, appropriate for the proposed tenants and that there is adequate space for the intended services. The provision and complete list of supportive services will be included in the LURA. The Owner may change, from time to time, the services offered; however, the overall points as selected at Application must remain the same. No fees may be charged to the tenants for any of the services. Services must be provided on-site or transportation to those off-site services identified on the list must be provided. The same service may not be used for more than one scoring item.

(c) **Tenant Services, Tax-Exempt Bond Development Applications** must include the provision of supportive services. No fees may be charged to the tenants for any of the services. Services must be provided on-site or transportation to off-site services as identified on the list must be provided. The provision of these services will be included in the LURA. Acceptable services include those described in §1.1 of this title (relating to Definitions and Amenities for Housing Program Activities).

**This is an excerpt from the 2012-2013 QAP showing what was required for applications under those funding years.**

## Qualified Allocation Plan (QAP) Example: 2022

**(A) Transportation Supportive Services include:**

(i) shuttle, at least three days a week, to a grocery store and pharmacy or a major, big-box retailer that includes a grocery store and pharmacy, OR a daily shuttle, during the school year, to and from nearby schools not served by a school bus system for children who live at the Development (3.5 points); and

(ii) monthly transportation to community/social events such as mall trips, community theatre, bowling, organized tours, etc. (1 point).

**(B) Children Supportive Services include:**

(i) provide a High Quality Pre-Kindergarten (HQ Pre-K) program and associated educational space at the Development Site meeting the requirements of §11.101(b)(5)(C)(iii); (Half of the points required under §11.101(b)(7)); and

(ii) Twelve hours of weekly, organized, on-site services provided to K-12 children by a dedicated service coordinator or third-party entity. Services include after-school and summer care and tutoring, recreational activities, character building programs, mentee opportunities, test preparation, and similar activities that promote the betterment and growth of children and young adults (3.5 points).

**(C) Adult Supportive Services include:**

(i) Four hours of weekly, organized, on-site classes provided to an adult audience by persons skilled or trained in the subject matter being presented, such as English as a second language classes, computer training, financial literacy courses, health education courses, certification courses, GED preparation classes, resume and interview preparatory classes, general presentations about community services and resources, and any other course, class, or presentation that may equip residents with new skills that they may wish to develop (3.5 points);

(ii) annual income tax preparation (offered by an income tax prep service) or IRS-certified VITA (Volunteer Income Tax Assistance) program (offered by a qualified individual) that also emphasizes how to claim the Earned Income Tax Credit (1 point);

(iii) contracted career training and placement partnerships with local workforce offices, culinary programs, or vocational counseling services; may include resident training programs that train and hire residents for job opportunities inside the development in areas like leasing, tenant services, maintenance, landscaping, or food and beverage operation (2 points); and

(iv) external partnerships for provision of weekly substance abuse meetings at the Development Site (1 point).

**(D) Health Supportive Services include:**

(i) food pantry consisting of an assortment of non-perishable food items and common household items (i.e. laundry detergent, toiletries, etc.) accessible to residents at least on a monthly basis or upon request by a resident. While it is possible that transportation may be provided to a local food

bank to meet the requirement of this resident service, the resident must not be required to pay for the items they receive at the food bank (2 points);

(ii) annual health fair provided by a health care professional (1 point);

(iii) weekly exercise classes (offered at times when most residents would be likely to attend) (2 points); and

(iv) contracted on-site occupational or physical therapy services for Elderly Developments or Developments where the service is provided for Persons with Disabilities and documentation to that effect can be provided for monitoring purposes (2 points).

**(E) Community Supportive Services include:**

(i) partnership with local law enforcement or local first responders to provide quarterly on-site social and interactive activities intended to foster relationships with residents (such activities could include playing sports, having a cook-out, swimming, card games, etc.) (2 points);

(ii) Notary Services during regular business hours (§2306.6710(b)(3)) (1 point);

(iii) twice monthly arts, crafts, and other recreational activities (e.g. Book Clubs and creative writing classes) (1 point);

(iv) twice monthly on-site social events (i.e. potluck dinners, game night, sing-a-longs, movie nights, birthday parties, holiday celebrations, etc.) (1 point);

(v) specific service coordination services offered by a qualified Owner or Developer, qualified provider or through external, contracted parties for seniors, Persons with Disabilities or Supportive Housing (3 points);

(vi) weekly home chore services (such as valet trash removal, assistance with recycling, furniture movement, etc., and quarterly preventative maintenance including light bulb replacement) for Elderly Developments or Developments where the service is provided for Persons with Disabilities and documentation to that effect can be provided for monitoring purposes (2 points);

(vii) any of the programs described under Title IV-A of the Social Security Act (42 U.S.C. §6601, et seq.) which enables children to be cared for in their homes or the homes of relatives; ends the dependence of needy families on government benefits by promoting job preparation, work and marriage; prevents and reduces the incidence of unplanned pregnancies; and encourages the formation and maintenance of two-parent families (1 point);

(viii) a part-time resident services coordinator with a dedicated office space at the Development or a contract with a third-party to provide the equivalent of 15 hours or more of weekly resident supportive services at the Development (2 points); and

(ix) provision, by either the Development Owner or a community partner, of an education tuition- or savings-match program or scholarships to residents who may attend college (2 points).

**These pages show the requirements under the 2022 QAP, as you can see the requirements become more detailed with each QAP.**

## Learning Point #1

Only Housing Tax Credit developments have Supportive Services requirements. True or false?

11

## Where do Supportive Services come from? Cont.

- Texas Administrative Code, Rule §11.9(3): Competitive HTC Selection Criteria
- Texas Administrative Code, Rule §12.6(7): Pre-Application Scoring Criteria (BOND)
- Texas Administrative Code, Rule §11.101(b)(7): Site and Development Requirements and Restrictions
  - This section provides the list of services that may be selected by the owner of the proposed development.
- The full code can be found online at the following link:  
<https://texreg.sos.state.tx.us/>

12

## Changes to Supportive Services

- A substantive modification of the scope of tenant services requires Board approval.
  - Such requests must comply with procedures in 10 TAC §10.405 (relating to Amendments and Extensions).
- It is not necessary to obtain prior written approval to change the provider of services unless the scope of services is being changed.
- Failure to comply with the requirements of this section shall result in a finding of noncompliance.

13

## Required Monthly Expenditures

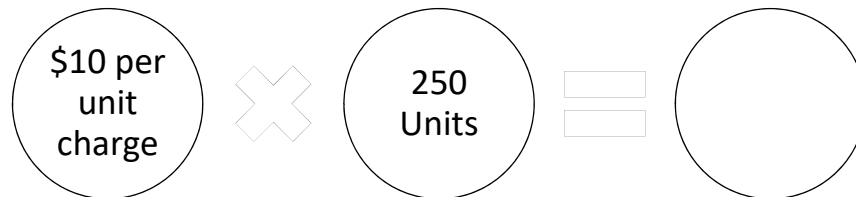
If the development's LURA requires a monthly expenditure for the provision of services, the Department will monitor to confirm compliance.

- Includable costs to support the expenditure include those costs directly related to providing the service(s). Such costs can include, but are not limited to, the cost of contracting the services with a qualified provider, cost of notification of such services (for example, a monthly newsletter), and other costs that can be documented and would only be incurred as a result of the service.
- An Owner cannot include any costs related to the normal expense of maintaining or operating a development, utility bills of any kind, in-kind contributions or services, cleaning or contracted janitorial services, office supplies, cost of copier or fax, costs incurred for maintenance of machinery, or volunteer hours.
- This list is not inclusive, but any other costs identified by the Owner shall be reviewed for consistency with this subsection.

14

## Required Monthly Expenditures Example

For example: The owner has 250 units, 40% are required to be restricted at 60% with 100% of the units reserved for Eligible Tenants and the cost per unit is \$10. How much must the owner expend monthly?



15

## How can you be successful with Supportive Services?

- Be familiar with the Development's LURA and the Social Services requirements outlined therein.
- Advertise effectively with the tenants about the available Social Services. If you and your staff are excited and energetic about the services your tenants will "feel" that energy and be interested in attending the event.
  - Send out monthly newsletters with calendars.
  - Deliver flyers to apartment homes as event dates approach.
  - Setup events on the Development's Social Media platforms.
  - Use any other avenues available to the development to publicize the Social Services being held at the property.
- Properly document all services held, even if there are no attendees.

16



## Who, What, Where and When of Supportive Services

- Who?
  - The LURA will outline **who** is required to conduct the Social Services.
- What?
  - The LURA will outline **what** services are required for the specific development and program.
- Where?
  - The LURA will indicate **where** the services may be conducted, generally this will be on-site at the development or require that transportation is provided at no cost when the services are offered off-site.
- When?
  - The LURA will dictate **when** a service is to be offered; daily, weekly, monthly, quarterly, annually, etc.

17

## Who provides the Supportive Services?

### PROVISION OF SUPPORTIVE SERVICES/PROVISION OF TENANT SERVICES

The Development Owner has been awarded points based on providing a combination of special supportive services appropriate for the proposed tenants through the Extended Use Period. The Development Owner may change, from time to time, the services offered; however, the overall points must remain the same. **No rent or fees may be charged to the tenant for providing these services.** Services must be provided on-site or transportation to off-site services must be provided, there must be adequate space for the intended services, and services offered should be accessible to all. Tenants must be provided written notice of the elections made by the Development Owner. Owner must provide at a minimum \_\_\_\_\_ total points worth of services (maximum of 9 points; 10 for a Supportive Housing Development proposed by a Qualified Nonprofit) from the following list (the same service may not be used for more than one scoring item):

Supportive Services

Throughout the Compliance Period, unless otherwise permitted by the Department, a Local Tax Exempt Organization shall provide the following special supportive services that would not otherwise be available to the tenants: Health and wellness services.

At the time this Declaration is filed, the organization(s) providing these services is Visiting Nurse Association.

The Project Owner shall notify the Department (i) of any change in the status or role of such organization with respect to the Project and (ii) if such organization is proposed to be replaced by a different qualified Tax Exempt Organization.

Supportive Services

Throughout the Compliance Period, unless otherwise permitted by the Department, the Project Owner has contracted for the provision of the following special supportive services that would not otherwise be available to Tenants: Onsite availability of services such as financial planning assistance and courses; health screening services; health and nutrition courses; Utility Assistance; GED information; energy conservation training; Head Start; and family planning. At the time this Declaration is filed, the organization(s) providing these services is Community Action Agency San Patricio County, Inc. The Project Owner shall notify the Department (i) of any change in the status or role of such organization with respect to the Project and (ii) if such organization is proposed to be replaced by a different qualified provider.

18

## Who provides the Supportive Services? Cont.

**Tenant Supportive Services**

**Coordination with State Programs. (2006 and 2007 allocations only)**  
The Development Owner agrees to coordinate their tenant services with those services provided through state workforce development and welfare programs.

The Development Owner will provide a combination of special supportive services appropriate for the proposed tenants. The provision of supportive services will be selected from the list of services identified below. No fee may be charged to tenants for any of the services. Services will be provided on-site or transportation to off-site services must be provided. (2006, 2007 and 2008 allocations)

A. Number of Services. Owner must provide, at a minimum, six of the following number of services from the list in paragraph B:

B. Service options include: Child care; transportation; basic adult education; legal assistance; counseling services; GED preparation; English as a second language classes; vocational training; home buyer education; credit counseling; financial planning assistance or courses; health screening services; health and nutritional courses; organized team sports programs, youth programs; scholastic tutoring; any other programs described under Title IV-A of the Social Security Act (42 U.S.C. §§ 601 et seq.) which enables children to be cared for in their homes or the homes of relatives; ends the dependence of needy families on government benefits by promoting job preparation, work and marriage; prevents and reduces the incidence of out of wedlock pregnancies; and encourages the formation and maintenance of two-parent families; any other services addressed by 2306.254 of Texas Government Code; or any other services approved in writing by the Department.

If your program was awarded in 2006 or 2007 your LURA may have the highlighted requirement to coordinate the tenant services with those services provided through state workforce development and welfare programs. You will need to reach out to those agencies in your area and coordinate the Supportive Services through those agencies in order to be compliant with the requirements of the LURA.

## What Supportive Services are to be provided?

**Supportive Services**

Throughout the Compliance Period, unless otherwise permitted by the Department, the Project Owner has contracted for the provision of the following special supportive services that would not otherwise be available to Tenants: **Financial Planning Assistance, Health Screening Services, Health & Nutritional Courses**

At the time this Declaration is filed, the organization(s) providing the following special supportive services are: **Healthcare**  
The Project Owner shall notify the Department (i) of any change in the organization(s) providing the special supportive services and (ii) if such organization is proposed to be replaced.

**PROVISION OF SUPPORTIVE SERVICES**

The Development Owner has been awarded points based on providing a combination of special supportive services appropriate for the proposed tenants through the Extended Use Period. The Development Owner may change, from time to time, the services offered; however, the overall points must remain the same. **No rent or fees may be charged to the tenant for providing these services.** Services must be provided on-site or transportation to off-site services must be provided, there must be adequate space for the intended services, and services offered should be accessible to all. Tenants must be provided written notice of the elections made by the Development Owner. Owner must provide at a **minimum 9 total points worth of services (maximum of 9 points; 10 for a Supportive Housing Development qualifying under the Nonprofit Set-Aside)** from the following list (the same service may not be used for more than one scoring item):

- partnership with local law enforcement to provide quarterly on-site social and interactive activities intended to foster relationships with residents (such activities could include playing sports, having a cook-out, swimming, card games, etc.) (3 points);
- weekday character building program (shall include at least on a monthly basis a curriculum based character building presentation on relevant topics (i.e. teen dating violence, drug prevention, bullying, teambuilding, internet/social media dangers, stranger danger, etc.)) (2 points);
- daily transportation (i.e. bus passes, cab vouchers, specialized van on-site) (4 points);
- Food pantry consisting of an assortment of non-perishable food items and common household items (i.e., laundry detergents, toiletries, etc.) accessible to residents at least on a monthly basis or upon request by a tenant (1 point);
- GED preparation classes (shall include an instructor providing on-site coursework and exam) (2 points);
- English as a second language classes (shall include an instructor providing on-site coursework and exam) (1 point);
- quarterly financial planning courses (i.e. homebuyer education, credit counseling, investing advice, retirement plans, etc.). Courses must be offered through an on-site instructor; a CD-Rom or online course is not acceptable (1 point);
- annual health fair provided by a health care professional (1 point);
- quarterly health and nutritional courses (1 point);
- organized youth programs or other recreational activities such as games, movies, or crafts offered by the Development (1 point);
- scholastic tutoring (shall include daily Monday – Thursday homework help or other focus on academics) (3 points);
- Notary Services during regular business hours (§2306.6710(b)(3) of the Act) (1 point);
- weekly exercise classes (offered at times when most residents would be likely to attend) (2 points);

## Where are the Supportive Services to be held?

### PROVISION OF SUPPORTIVE SERVICES/PROVISION OF TENANT SERVICES

The Development Owner has been awarded points based on providing a combination of special supportive services appropriate for the proposed tenants through the Extended Use Period. The Development Owner may change, from time to time, the services offered; however, the overall points must remain the same. **No rent or fees may be charged to the tenant for providing these services.** Services must be provided on-site or transportation to off-site services must be provided, there must be adequate space for the intended services, and services offered should be accessible to all. Tenants must be provided written notice of the elections made by the Development Owner. Owner must provide at a minimum \_\_\_\_\_ total points worth of services (maximum of 9 points; 10 for a Supportive Housing Development proposed by a Qualified Nonprofit) from the following list (the same service may not be used for more than one scoring item):

21

## When are the Supportive Services to be held?

- partnership with local law enforcement to provide quarterly on-site social and interactive activities intended to foster relationships with residents (such activities could include playing sports, having a cook-out, swimming, card games, etc.) (3 points);
- weekday character building program (shall include at least on a monthly basis a curriculum based character building presentation on relevant topics (i.e. teen dating violence, drug prevention, bullying, teambuilding, internet/social media dangers, stranger danger, etc.)) (2 points);
- daily transportation (i.e. bus passes, cab vouchers, specialized van on-site) (4 points);
- Food pantry consisting of an assortment of non-perishable food items and common household items (i.e., laundry detergents, toiletries, etc.) accessible to residents at least on a monthly basis or upon request by a tenant (1 point);
- GED preparation classes (shall include an instructor providing on-site coursework and exam) (2 points);
- English as a second language classes (shall include an instructor providing on-site coursework and exam) (1 point);
- quarterly financial planning courses (i.e. homebuyer education, credit counseling, investing advice, retirement plans, etc.). Courses must be offered through an on-site instructor; a CD-Rom or online course is not acceptable (1 point);
- annual health fair provided by a health care professional (1 point);
- quarterly health and nutritional courses (1 point);
- organized youth programs or other recreational activities such as games, movies, or crafts offered by the Development (1 point);
- scholastic tutoring (shall include daily Monday – Thursday homework help or other focus on academics) (3 points);
- Notary Services during regular business hours (§2306.6710(b)(3) of the Act) (1 point);
- weekly exercise classes (offered at times when most residents would be likely to attend) (2 points);

22

## How Long do Supportive Services Have to be Provided?

- Social Services must be provided as long as the LURA requires.
  - Throughout the Compliance Period...
    - If the Compliance Period has been extended then Services must be offered throughout.
  - Throughout the Extended Use Period...

**Supportive Services**  
 Throughout the Compliance Period, unless otherwise permitted by the Department, a Local Tax Exempt Organization shall provide the following special supportive services that would not otherwise be available to the tenants: Health and wellness services.

### PROVISION OF SUPPORTIVE SERVICES

The Development Owner has been awarded points based on providing a combination of special supportive services appropriate for the proposed tenants through the Extended Use Period. The Development Owner may change, from time to time, the services offered; however, the overall points must remain the same. **No rent or fees may be charged to the tenant for providing these services.**

23

## How Long do Supportive Services Have to be Provided? Cont.

- Social Services must be provided as long as the LURA requires.
  - Throughout the Compliance Period...
    - If the Compliance Period has been extended then Services must be offered throughout.

**Supportive Services**  
 Throughout the Compliance Period, unless otherwise permitted by the Department, a Local Tax Exempt Organization shall provide the following special supportive services that would not otherwise be available to tenants: Computer labs, tutoring, job & educational enrichment, stress management, resource library, neighborhood security, and health promotion.  
 At the time this Declaration is filed, the organization(s) providing these services is Beacon Enterprises, Inc.

**Longer Compliance Period and Extended Use Period**  
 The Compliance Period shall be a period of 25 consecutive taxable years and the Extended Use Period shall be a period of 40 consecutive taxable years, each commencing with the first year of the Credit Period.

24

**Learning Point #2**

Supportive Services are only required for the first 15 years. True or false?

25

**Learning Point #3**

Supportive Services must be provided on-site or have a transportation option. True or false?

26

**Learning Point #4**

Services offered on-site can be changed anytime the development wishes to change? True or false?

27

**Learning Point #5**

How often does a property have to offer their Supportive Services?

- A. Weekly
- B. Monthly
- C. Quarterly
- D. Yearly
- E. Depends on the LURA

28

## How to Implement Supportive Services

- The services must be held free-of-charge to the development's tenants.
- The services must be something that the development's tenants could not readily get on their own.
  - For example, providing YouTube videos to meet the requirement of Adult Education would be insufficient as the households could obtain those videos on their own.
- Keep any flyers, newsletters and calendars used to notify or describe the services.
  - The Department recommends maintaining an organized binder or digital file to keep documentation of each service offered and the advertising materials for each service.
- No rent or fees may be charged to the tenant for providing these services.

29

## How to Document Supportive Services

### **Maintain documentation to evidence the Services offered.**

- **Newsletters with calendars of events that are sent to the tenants**
- **Flyers for specific events that are used to advertise the event to the tenants of the development**
- **Sign-in Sheets must be maintained and available for all events held, even if no one attends**

30

## Examples to Avoid Noncompliance: Pre-Review Documents

When you receive a notification of a monitoring review (desk or on-site), the notification letter will request documentation to evidence services as provided at the development.

What you should submit:

- A list, or the page of the LURA with items noted, of the services provided and submitted;
- Enough flyers and sign-in sheets to evidence that the required service has been offered as is outlined in the LURA;
- Newsletters for the 12-months prior to the review to show the regular offerings of required services.

## Examples to Avoid Noncompliance: Newsletters

**A newsletter with a calendar of events sent to the tenants on a monthly basis is a great way to help maintain compliance.**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 Rainbow Fitness 12:30 - 1:15 p.m. Health and Nutrition 1:30 - 2:30 p.m. RSC Knock and Talk *YEP	2 Financial Literacy 1:30 - 2:30 p.m. *YEP	3 GED Online 11 a.m. - 12:45 p.m. *YEP	4 Senior 1:30 - 2:30 p.m. *YEP	5 *YEP	6 Lightbulb icon *YEP
	8 Rainbow Fitness 12:30 - 1:15 p.m. Computer Training 1:30 - 2:30 p.m. RSC Knock and Talk *YEP	9 Job Readiness 1:30 - 2:30 p.m. Live Youth Academic Support 3 - 4 p.m. *YEP	10 GED Online 11 a.m. - 12:45 p.m. Live Youth Academic Support 3 - 4 p.m. *YEP	11 Holiday *YEP	12 *YEP	13 Android
	15 Rainbow Fitness 12:30 - 1:15 p.m. Continuing Education 1:30 - 2:30 p.m. RSC Knock and Talk *YEP	16 Housekeeping 1:30 - 2:30 p.m. Live Youth Academic Support 3 - 4 p.m. *YEP	17 GED Online 11 a.m. - 12:45 p.m. Live Youth Academic Support 3 - 4 p.m. *YEP	18 Personal Development 1:30 - 2:30 p.m. *YEP	19 *YEP	20 Apple
	22 Resource Center Closed	23 Resource Center Closed	24 Resource Center Closed	25 Happy Thanksgiving Resource Center Closed	26 Resource Center Closed	27
	29 Rainbow Fitness 12:30 - 1:15 p.m. LEED 1:30 - 2:30 p.m. RSC Knock and Talk *YEP	30 Substance Abuse Awareness 1:30 - 2:30 p.m. Live Youth Academic Support 3 - 4 p.m. *YEP				



## Examples to Avoid Noncompliance: Flyers


**A flyer for the event that is sent to the tenants is another way to increase attendance and to evidence to the Department that the Development is advertising for the services offered.**

**Pandora Springs**

**Home Buyer Education Class**

Dear Resident,

Whether you're thinking of buying your first home or considering becoming a homeowner again, home buyer education is an invaluable tool that can help you be a successful homeowner. Studies find that homeowners who go through home buyer education are less likely to default on their mortgage, too. Pandora Springs Apartments will be offering a *FREE Home Buyer Education Counseling Class!!!*



Friday, September 21, 2018  
5:30 pm to 6:30 pm  
Office Clubhouse

Please take advantage of the following benefits you will learn at no cost. We hope to see you here!

- Managing your money
- Understanding Credit
- Obtaining a Mortgage Loan
- Shopping for a Home
- Protecting your Investment

33

## Examples to Avoid Noncompliance: Sign-In Sheets

Sign-in Sheets from the date of the event must include

- Date of the event
- Type of service the event is intended to satisfy
- Tenant signatures and applicable unit number
- If no one attends the event the staff and the person conducting the event can sign the sign-in sheet and show that the event was held but no one attended

### Sign In Sheet

Date: July 15, 2012 Service in the LURA: Credit Counseling

Service How to Repair Your Credit

Name	Apt#

34

## Examples of Supportive Services

- Example 1) The Owner's LURA requires provision of on-site daycare services. The Owner maintains daily sign in sheets to demonstrate attendance and keeps a roster of the households that are regularly participating in the program. The Owner also keeps copies of all newsletters and flyers mailed out to the Development tenants that reference daycare services.
- Example 2) The Owner's LURA requires a monetary amount to be expended on a monthly basis for supportive services. The Owner maintains a copy of an agreement with a Supportive Service provider and documents the amount expended as evidence that this requirement is being met.

35

## Common Cause of Noncompliance

- Each required Service must have an event held to satisfy the requirement. The development may not hold one large event to satisfy multiple LURA requirements.
  - For example; if a development is required to offer Homebuyer Education, Financial Literacy Education and Credit Counseling they must host 3 separate events on 3 different dates. One event held with each item addressed in a different section would not be acceptable.

Pollei Properties  
221 East 11th Street  
Austin, Texas 78701

DATE: 10/18/2023

HOMEBUYER EDUCATION TIME: 3:00-3:50


FINANCIAL LITERACY EDUCATION TIME: 4:00-4:25

CREDIT COUNSELING TIME: 4:30-5:00

36

## Common Cause of Noncompliance Avoided

An example of hosting multiple events on one day would be to have an event from 9 am until 10 am for Homebuyer Education. Then a second event as a “Brown Bag Lunch and Learn” from 12 pm until 1 pm for Financial Literacy. Finally, a third event on the same day from 3 pm until 4 pm for Credit Counseling. This would allow for clear division between events and would be an acceptable way to offer multiple events on the same day.



Pollei Properties  
221 East 11<sup>th</sup> Street  
Austin, Texas 78701

Date: August 13, 2022

Join us for Homebuyer Education on Saturday, August 13, 2022 from 9 am until 10 am!

Bring your lunch and join us for Financial Literacy on Saturday, August 13, 2022 from noon to 1 pm!

Come wrap up your day with us and learn about how to improve your credit from 3 pm to 4 pm on August 13<sup>th</sup>!

See you soon!

37

## Learning Point #6

We need to send in evidence of every service ever offered when there is a monitoring review. True or false?

38

## What Events Qualify as Supportive Services?

The LURA should outline what events are required as Supportive Services. If you are unsure if an event will qualify as a required Supportive Service, please reach out to a monitor for assistance.

- For example; if the LURA requires Adult Education as a Supportive Service, the Development must offer something that would be akin to continuing education through an institution of higher education. Offering a class on credit counseling would not satisfy this requirement. Offering a class on expanding accounting knowledge or computer proficiency would be an acceptable service for the requirement of Adult Education.
- Use your best judgement, if it is a “stretch” to satisfy a service with a certain event, please reach out to a monitor and discuss other options and available events that would meet the requirements of the LURA.

39

## When Does Monitoring of Services Begin?

The Department will monitor for compliance with the Supportive Service provision starting with the first monitoring review.

- If it is the first monitoring review, the Department will review services offered, or the development’s plan of services with specific dates outlined.
- All other reviews will require evidence of services submitted with the pre-review documentation.
- If required per the LURA, evidence must be submitted that the development made available, on a regularly scheduled basis, to local non-profit and government providers of services, space to provide outreach services and education to tenants regarding their health and well-being.

40



# THANK YOU!

## Monitoring for Social Services

PLEASE SEE THE FULL RULE AND REQUIREMENTS ONLINE AT  
[HTTPS://WWW.TDHCA.STATE.TX.US/PMCDPCS/SUBCHAPTERF.PDF](https://www.tdhca.state.tx.us/pmcdocs/subchapterf.pdf).

ADDITIONALLY, NEVER HESITATE TO REACH OUT TO A MONITOR  
WITH QUESTIONS OR FOR ASSISTANCE, WE ARE HAPPY TO HELP.

[HTTPS://WWW.TDHCA.STATE.TX.US/PMCOMP/STAFF.HTM](https://www.tdhca.state.tx.us/pmcomp/staff.htm)



TEXAS HOUSING  
DEPARTMENT