

Cover Sheet

The following packet includes resident services oriented, company-wide standards (policies) for storing and accessing resident information.

1. Service Coordinator Resident Files and Documentation
2. Service Coordinator Confidentiality
3. Service Coordinators Documentation Software
4. Property File Management Standard



Resident Files and Documentation Service Coordination

OBJECTIVE

To ensure all paper files for residents are maintained in accordance with the HUD Requirements, HUD Grant Agreement (if applicable), and Company standards.

STANDARD

Data on the number of residents served and the types of services arranged for and received by the residents must be documented in the Service Coordinator software (AASCOOnline or Family Metrics).

Documentation in SC Software System

The following documentation must be completed in the SC Software system:

- a. Resident Enrollment
- b. Resident Intake
- c. Assessment-
 - ADL Status and Individual Assessment- updated annually for AASCOOnline (elderly properties)
 - Family Services Assessment –for Family Metrics (family properties), an annual assessment for all residents that actively work with the SC. Additionally, any new move ins need to have an assessment conducted to assess the residents' needs and give information about the SC Program.
- d. Service Management Plan- for AASCOOnline (elderly properties)
- e. Resident Service Logs
- f. Progress Notes
- g. Incident Report(s), if applicable
- h. Lease Violation(s)/Report on Violations, if applicable
- i. Cost Savings
- j. Consent to Release forms, if applicable
- k. Confidentiality Agreement
- l. Deactivation, when required

Paper Files

In addition to the software system, paper files must be maintained for each resident. Paper files are not required to contain assessments and progress notes, unless there is an upcoming HUD review. For the purpose of Quality Assurance Reviews, these documents can be viewed online.



The paper file shall contain a minimum of the following information, which can be printed from the SC Software system.

- a. Confidentiality Agreement-updated annually
- b. Consent to the Release of Information-updated annually for disclosure
- c. Resident Deactivation Form, if applicable
- d. Service Management Plan, if handwritten (for HUD grants)
- e. Letters/Correspondence to resident (e.g., for Assessment Invitations)
- f. Exercise Liability Waiver, if applicable

Assessments

- I. For Elderly and/or HUD grant properties
 - a. Assessments shall be completed annually.
 - b. If the resident does not respond, then proper documentation (progress notes of attempts and letters) that the resident has been contacted should be completed.
 - c. All letters for assessments should be dated.
 - d. If the resident refuses, then this needs to be documented appropriately via a Progress Note in the SC Software system.

- II. For Family/Housing Foundation properties
 - a. An assessment for all residents that actively work with the SC and any new move in need to have an annual assessment.
 - b. If the resident does not respond, then proper documentation (progress notes of attempts and letters) that the resident has been contacted should be completed.
 - c. All letters for assessments should be dated.
 - d. If the resident refuses, then this needs to be documented appropriately via a Progress Note in the SC Software system.

The SC should contact the resident two (2) times per year, which needs to be documented in Progress Notes; this shall include at least one assessment letter, which will be retained in the resident file and one phone call to the resident.

Documenting Assessments

The following guidelines shall be used when documenting attempts at scheduling an assessment:

- a. **Completed:** when the assessment is completed with the resident, update it as necessary and click submit.
- b. **Refused:** Choose "Refused" and then submit. This option should be utilized only when the resident formally refuses to meet with the SC for the assessment –which should also be documented in the Progress Notes. In general, the SC should still

check in with that resident annually for the assessment, although there may be exceptions to this, which the SC shall discuss with a Resident Success Manager.

- c. **Attempts Made & No Response:** Click this option and submit. This should be utilized when the SC has made and documented 2 attempts at scheduling an assessment with the resident –at least one of those should be a letter, which needs to be retained in the file and one phone call. All attempts must be documented appropriately in the Progress Notes.

Documentation Guidelines

Documentation of a resident file involves keeping a record of the resident’s need and/or request for services, including meetings and phone conversations with the resident, management, family members, and service providers. It should also include the status of ongoing and unresolved issues and refusal of services.

Resident files should be documented as follows:

- a. Documentation should take place immediately after an interaction or as soon as possible and must be within two (2) business days. Keeping Progress Notes updated daily is critical.
- b. Documentation should be done sequentially and objectively.
- c. Personal remarks and opinions are to be omitted.
- d. Documentation should never be judgmental or opinionated about the choice made by the resident; however, it should include discussion regarding the risks involved in refusing services.
- e. Documentation should be entered as the date of occurrence (if different than entry date), description of action, event, behavior or contact that occurred, and the follow-up to be taken by the SC. It should not be sporadic or vague with gaps, contradictions, or inconsistencies.
- f. Document what is relevant to the resident’s needs and requests. Residents may share other details that are not relevant to the situation; use discretion when documenting.
- g. Deactivated files should include the reason for termination. This is done on the “Resident Deactivation” form. If the resident moved it should include the move-out date, reason for move-out, and the resident’s destination if provided. In the case of death, progress notes should document the date and location of death, and any conversations with family or calls to service providers canceling services.

Progress Note Sample

Please follow the format and style writing below, when documenting in a Progress Note:

- a. Example 1: SC met with Resident to conduct annual assessments. Resident has reported a decrease in maintaining housekeeping due to health issues. SC



referred resident to homecare agency. SC and resident called ABC Homecare to start the process and resident signed consent to release for ABC Homecare. ABC Homecare set up Intake appointment with Resident for Jan. 9.

- b. Example 2: Resident met with SC, to complete paperwork for the winter Energy Assistance Program; completed application and copies of required documentation. SC made a copy for resident's records. SC will drop off to Community Action Agency.
- c. Example 3: SC received copy of non-payment of rent letter from PM. SC called resident to discuss and offer assistance. Resident had car problems this month and is behind on bills. Resident stated that they would like assistance from SC if possible. Resident came to SC's office, to sign a Consent to Release form for SC to contact agencies to assist. SC later contacted Township Trustee to see if resident was eligible for assistance. Township Trustee is assessing and will contact SC tomorrow on final status.
- d. Example 4 (resident conflict): Resident A came to SC's office and discussed concerns about Resident B making fun of her in the lobby. Resident A did not want to go to the Property Manager at this time. SC and Resident A discussed healthy options to address the concern with Resident B. Resident stated they felt better about the situation and would keep SC informed if it continued. The SC should use discretion to determine if the complaint requires PM involvement (i.e., harassment, intimidation, discrimination) and educate Resident A on the complaint protocol following the "Resident Complaints" standard.

The Service Coordinator must keep the resident files in a secured location and accessible only to the Service Coordinator and to management* to the extent necessary. The Service Coordinator must keep paper files in a locked filing cabinet and protect all electronic resident files with a personal password. The password should never be posted. The Service Coordinator must maintain confidentiality of information related to any individual, per the Privacy Act of 1974.

**Corporate Property Management staff may have access to these files only if they contain a valid and active Consent to Release Information form signed by the resident.*



Service Coordinator Confidentiality

Policy

To ensure the Service Coordinator (SC) maintains confidentiality of residents' information and employs consistency with all residents.

Procedure

Maintaining residents' confidentiality is an integral part of the SC role. In order for residents to have trust in their relationship with their SC, it is important for residents to know that the information they reveal to the SC will not be discussed with anyone, unless they give consent to do so, or disclosure is required by law or a Court Order.

The resident needs to sign a Consent to Release Information form (located in the SC Software System) if the SC provides information to another person or entity. This includes a residents' family, property staff, and outside agencies/entities (including when the SC contacts an agency for a referral). The only times in which this confidentiality can be breached are outlined in this standard.

Program Requirements

The U.S. Department of Housing and Urban Development (HUD) requires:

- A) The SC must have a private office with a locking door and locking filing cabinets. Residents' files shall be locked in the filing cabinet when not in use by the SC. The office door needs to be locked any time the SC leaves the office.
- B) SC Software Programs(s) must have a password; only the SC shall have access to their password to the SC Software Program(s). The password should never be written down anywhere within view.

If the SC is meeting with a resident or making phone calls on behalf of a resident, the SC should be cognizant of what information can be heard outside of the office, and close the door, as appropriate. The SC should not discuss confidential information in public areas.

Confidentiality Agreement

The Service Coordinator needs to review the Confidentiality Agreement (located in the SC Software System) with the resident during the initial Intake appointment and on an annual basis, if the resident is assessed annually. The SC should emphasize to the resident the situations in which the SC can disclose information, without their written consent. Both the resident and SC should sign and date the Confidentiality Agreement. The SC should keep the Confidentiality



Agreement in the resident's files. This document should be reviewed on an annual basis with the resident. The exceptions to residents' rights to confidentiality are as follows:

- A) Adult Protective Services (APS) or Child Protective Services (CPS) reports: It may be necessary to report residents or children who are endangered, abused, neglected, or exploited.
- B) It may be necessary to disclose information or documentation, including a resident's file pursuant to a proper court order. Residents' files that are maintained by the SC are owned by the company and may be subject to subpoena. Should this occur, the Service Coordinator Manager (SCM) should be notified immediately and the SCM should notify the Legal Department, if they are not already aware.
- C) It may be necessary to report any information related to a resident's suspected fraudulent activity or other violations of federal, state, and/or local housing laws, regulations, or other lease violations.
- D) It may be necessary for staff from HUD or Quality Assurance staff of the housing organization to review randomly-selected files, solely for the purpose of ensuring that the SC is complying with all federal laws and regulations and is providing quality services.
- E) As a condition of participation in this housing program, the resident agrees, as stated in the lease, that any employee or contractor, including SCs, has a responsibility to report lease violations to the Property Manager (PM). The SC should become familiar with what constitutes a lease violation, and report any violations to the PM.

Refusals to Sign

Should a resident refuse to sign the Confidentiality Agreement, the SC should indicate on the signature line that the resident refused and place in the resident's file. The SC needs to also document the refusal in the SC Software System-Confidentiality Form and progress notes.

Consent to Release Information

Any time the SC needs to release information about a resident or discuss the resident's case, a Consent to Release Information form needs to be completed. The SC should disclose only the information necessary and relevant to the situation. The SC must complete each section of the form, to the best of their knowledge, at the time the form is completed. This includes all three sections of the Release:

- 1) *"I authorize the Service Coordinator (SC) at this "Facility" to disclose the following information: _____";*



- 2) *"To the following person or organization: _____";*
- 3) *"The purpose of this disclosure is to: _____".*

- A) The SC and resident should discuss the reason for the disclosure, and if the resident agrees, then both the resident and SC need to sign and date the form.
- B) The Consent to Release Information form will expire after one year, unless the resident wishes for a specific amount of time, less than one year, which can be indicated on the Consent to Release Information form. If the Consent form is still applicable the following year, the SC needs to review the form with resident again and have them sign and date a new Consent to Release Information ~~the~~ form for that year.
- C) All Consent to Release information forms (both past and present) should be kept in the resident's file.
- D) For those properties that work with families:
 - a. The SC does not need a Consent to Release form when discussing a child/person under 18 years of age, with a parent or guardian. The SC should work with the parent/guardian to obtain a signed Program Participation Consent and Release of Information for Children form (located in Family Metrics).
 - b. If there is a need for the SC to disclose to another entity or agency, then the parent/guardian will sign the Consent to Release form for a child/person under 18 years of age.
 - c. Children under the age of 18 must have consent from a parent or legal guardian to attend SC programming. Consent can be given by the parent completing the Event Sign-In Sheet at the beginning of a program or the written and signed consent from a parent or legal guardian provided to the SC prior to the program.



Service Coordinator Documentation Software

Policy

To provide descriptions and directions on forms utilized for documentation by the Service Coordinator (SC).

Documentation is a critical part of the Service Coordinator's role. To ensure consistency, Glick uses two different software systems for documentation of SC's work with residents. SC's Documentation software system (AASCOOnline for those properties serving elderly populations and Family Metrics for those properties serving families), hereafter referred to as the SC Software program. If there is any difference in documentation requirements between the two systems, it will be noted, otherwise it is a requirement in both systems. A brief explanation is provided here, however, more in-depth explanation can be found in the Training Manual found on the opening page after logging into the program.

Resource Directory

The SC Software system has a Resource Directory which should be utilized for any agencies and resources in the community that are relevant to the residents and property. For new SC programs, they will need to enter agencies into the Resource Directory. The SC should add any new agencies as they are known to the SC. Please refer to the Standard, "Service Coordinator's Resource Directory" for additional guidance and requirements.

Resident Files

The forms listed below are required to be completed for each resident; many of the forms used for resident information and recordkeeping can be found under the Resident Files tab under the individual resident's name, in the SC Software system. When each section is complete, select the appropriate save option and click submit.

Resident Enrollment

All residents should be enrolled in the SC Software program upon move-in. To enroll a resident, complete the form for each resident at the property-the Resident's name, move in date, unit number, and birth date should be entered. For new SC programs, the residents are enrolled automatically from the company software system; the SC should double check for accuracy and updates.

Resident Intake

The Resident Intake provides demographic and resident-specific information. When meeting with a resident for the intake/initial assessment, the Service Coordinator should obtain as much information as possible to complete the Resident Intake form. The SC should update the Resident Intake form annually and when there are any changes. Those SCs serving family properties should update for those residents they work with and any new move-ins.

Resident Service/Activity Log

Anytime an SC meets with, talks to, or has any interaction with or about a resident, then a Resident Service Log needs to be completed. The Resident Service Log records the duration and type of services provided to residents. The SC should enter the date of the interaction, the duration, and if a referral to an outside agency was given to the resident, then the SC should click on the spot where it says, “click to select agency” and select the agency from the Resource Directory. The specific type of service rendered should be documented by selecting all service types and subcategories that apply; it is important to try and be specific and not utilize the option “other” unless the service is not listed. The option to continue with a Progress Note, Cost Savings or a Follow-up Task will be given after submitting the Resident Service Log. A Progress Note should always accompany a Resident Service Log. It is essential that Resident Service Logs are completed to document the time spent with residents and the services provided.

Progress Notes

Progress notes are required for each interaction with or about a resident; progress notes document the case management history for the resident. They should tell the story of what types of services and follow-up have occurred with the resident. Progress notes should always be attached to a Resident Service/Activity Log (as described in previous section). Please refer to “Resident Files and Documentation” standard for requirements on proper documentation style.

Cost Savings

This form allows the SC to document actual savings that have been coordinated or procured for the resident, due to efforts of the SC. The date of cost savings, title of cost savings, dollar amount and category, and frequency of cost savings will be documented on this form. Frequency can be either “one-time” or “recurring”; if recurring is chosen, then there are options of: Daily, Weekly, Every Two Weeks, Monthly, Semi-Annually, or Annually. Once the frequency is chosen; the software system will automatically update the cost savings at that frequency. The SC should review the Cost Savings when the frequency has expired, to ensure the Cost Savings is still occurring. For examples of what constitutes a cost savings, SCs should review the Cost Savings Guide. Tasks that are a regular part of the SC’s positions, such as opening mail, assisting residents with applications, or documentation cannot be included on this form.

Exercise Liability Waiver

This form is to be completed for and signed by any resident who is participating in an Exercise Program prior to participation. Refer to the “Exercise Liability Waiver” standard for more information.

Incident Report

The Incident Report allows the Service Coordinator to track any incidents that occur with residents at the property including 911 calls, hospitalizations, falls, other accidents, Adult Protective or Child Protective Services, etc. When an incident occurs, complete the form within the required two days. Please note that in addition to the Incident Report in the SC Software program, the SC will also need to report the incident to the PM, if it occurred on the property



and involved bodily injury, property damage, crime, or any other elements that may implicate insurance coverage or potential legal action.

*Please note that for Family Metrics users, this form is combined with the Lease Violation log.

Report on Violations

This form allows the Service Coordinator to track any lease violations that occur with residents. The Violation Type should be indicated, what action was taken by the SC, and the resolution. It is important to update this with the resolution. A corresponding Resident Service Log and progress note should be completed with additional information on the work that the SC completed for the Lease Violation. The SC should update the lease violation from the Eviction Prevention button on the Resident Files tab to show the process has been completed. This will leave it on the Service Management Plan but will remove it from the pending violations.

Confidentiality Agreement

This form is the agreement with the resident that the Service Coordinator will maintain confidentiality of all resident information unless required by law. This form must be signed by both Service Coordinator and resident. The signed original is to be given to the resident and a copy (with signatures) is to be in the resident's paper file. The form should be reviewed and updated annually. If the SC is unable to get the Confidentiality Agreement signed due to circumstances beyond their control, please review the Confidentiality Agreement over the phone with residents, indicate in Progress notes that it will be signed at a later date. The Service Coordinator needs to review the Confidentiality Agreement with the resident during the initial intake. The Service Coordinator should emphasize to the resident the situations in which the Service Coordinator can disclose information, without the resident's written consent.

The exceptions to the right of confidentiality are as follows:

- Adult/Child Protective Services referrals: It may be necessary to report residents who are endangered or exploited.
- It may be necessary to disclose information pursuant to a proper court order. This includes resident files. Resident files that are maintained by the Service Coordinator are owned by the company and these files can be subject to subpoena. Should this occur the Resident Success Manager/Quality and System should be notified immediately, and standard company policy followed.
- It may be necessary to report any information related to suspected fraudulent activity or other violations of federal, state and/or local housing law, regulations, or other lease violations on the part of the resident.
- It may be necessary for staff from the U.S. Department of Housing and Urban Development (HUD) or Quality Assurance staff of the housing organization to review randomly selected files solely for the purpose of assuring that the Service Coordinator is complying with all federal laws and regulations and is providing quality services.



As a condition of participation in the housing program, the resident agrees as stated in the lease that any employee or contractor, including Service Coordinators, has a responsibility to report lease violations to the Property Manager. The Service Coordinator should become familiar with what constitutes a lease violation and report any violations to the Property Manager.

Consent to Release of Information

This form gives the Service Coordinator permission from the resident to discuss the resident's case with a third party as needed. The SC should disclose only the information necessary and relevant to the situation. All sections of this form should be completed by the Service Coordinator, reviewed with the resident, and both the resident and SC should sign and date. The original should be kept in the resident's file. The form will expire after one year and should be reviewed by the Service Coordinator annually with the resident and if appropriate a new form will be executed. Consent to Release forms should be specific to each entity, agency, or individual and not combined with other entities/individuals. All Consent to the Release of Information Forms, both current and expired, are to be kept in the resident's file. Once the online form is complete, click submit and a confirmation screen will appear.

For Family Metrics Users the Participation Consent Form and Release of Information for Children is found in the Printable Forms Library on the Support Tab in Family Metrics. Please refer to the "SC Confidentiality" Standard for further information.

Conducting Assessments

Assessments can be completed in person, on the phone or by visual assessment.

- 1) The first and preferable method is the in-person assessment. During the in-person assessment, the SC should:
 - a. Discuss with the resident the services and community resources available to address the resident's service needs, including the eligibility requirements, cost of services, along with the benefits and limitations of each service as known by the Service Coordinator."
 - b. Allow the resident to choose the service that he/she believes will best meet his/her needs, to choose an alternative solution, or to choose not to have any service.
 - c. Assist the resident in contacting any service provider or agency the resident chooses, to the extent they need and request assistance.
 - d. Provide collateral information to the referral agency as permitted and/or requested by the resident. SC should ensure that a Consent to Release Information is completed.
 - e. Encourage the resident to be as independent as possible.
 - f. Discuss with the resident any third-party information or concerns related to the resident's need for services as appropriate, such as: the resident being brought back to the community by someone who found her/him wandering, a home

healthcare provider finding the stove left on multiple times.

- g. Discuss with the resident what the Service Coordinator might have observed regarding the resident's need for services, such as: seeing the resident fall, unsanitary living conditions, conflicts the Service Coordinator has witnessed the resident have with other residents, etc.
- 2) The second method is a phone assessment. If the SC or resident are unable to meet in person for the assessment, the assessment can take place by phone. The SC should indicate that the assessment was completed by phone in the progress notes. The SC will still need to have the resident sign a Confidentiality Agreement and any applicable Consent to Release forms.
- 3) The third method is a visual assessment. If an in-person assessment of the resident deficient activities of daily living cannot be completed a visual assessment should be done if the SC is familiar with the resident, to determine if the resident meets the HUD guidelines for Frail or At-Risk. If a visual assessment is completed in lieu of an in-person assessment, then this should be indicated as such in the assessment notes and progress notes. A visual assessment is completed by observing the resident through interaction on the property and at community events. The visual assessment should also be used as a resource in determining what additional services may benefit the resident. Visual assessments are not the preferred single method and should be completed only as an exception or in conjunction with the in-person assessment.

It is not uncommon for a resident to refuse an invitation for an initial assessment. If the Service Coordinator feels as though there is a high number of refusals for assessments, then the SC should work with a Resident Success Manager (RSM) for creative techniques such as "Coffee and Conversation", "knock and talks", or utilizing incentives for completing assessments. For guidelines on how many times the SC needs to contact the resident for assessment, please refer to the *Service Coordinators Conducting Assessments* Standard.

The following 2 forms are requirements for those properties utilizing AASOnline

Individual Assessment

This form documents the observable behavior of the resident and any changes that occur over time. The assessment includes self-reported medical and dental exams, personal functioning, emotional status, family and friends support, transportation and observed mental functioning. The Service Coordinator will evaluate the resident's interests, wants, and needs for services or other assistance via the use of the Individual Assessment form. This form is required to be completed for all residents and should be updated annually. For additional guidance and requirements of assessments, please refer to the Standard, *Service Coordinators Conducting Assessments*.

Resident ADL Status

The Resident ADL Status Form documents the Activities of Daily Living (ADL) for which the resident needs assistance, medical conditions the resident has disclosed, and assistive technologies the resident uses. The form also collects information on whether the resident has a disability as defined by the American with Disabilities Act as determined by a physician, Medicaid, or other authority. This form is required to be completed for all residents and should be updated annually. For additional guidance and requirements of assessments, please refer to the Standard, Service Coordinators Conducting Assessments.

The ADLs that HUD collects data on are: ambulation/locomotion, dressing, feeding or eating, grooming, toileting, and transferring. The Resident ADL Status also includes Instrumental Activities of Daily Living (IADLs), IADLs include: the ability to use phone, handling personal finances, housekeeping, medication management, preparing meals, shopping and transportation. Please refer to the SC Software system for definitions and examples of Activities of Daily Living (ADL) and IADLs.

The following 2 forms requirements for those properties utilizing Family Metrics

Household

For Family Metrics, all residents should be set up with the Household feature. Residents in the household's feature in Family Metrics can be set up in different ways. One way is by clicking on the Households tab under Resident Files, clicking on Household Enrollment tab, and then selecting the residents for that household. For properties that do not have any households set up yet, the Household Wizard in Family Metrics can be utilized instead. Once the Household is established, more Household members can be added by clicking on the household and selecting edit. Residents are then selected from the list to add to the household. When adding new household members, it is important to remember each person must be enrolled as an individual first and then placed in the household. Additional training in Family Metrics on the Household feature should be viewed.

Family Services Assessment

This form documents the self-reported dimensions of the resident. The Service Coordinator will evaluate the residents' self-sufficiency in the areas of:

- a. Home Management
- b. Food Security/Nutrition
- c. Transportation
- d. Health & Mental Health
- e. Social/Community Engagement
- f. Income/Budget
- g. Family Relations/Parenting
- h. Employment
- i. Adult Education & Development
- j. Children/Youth Education & Development



Non-Participation Form

The Service Coordinator may use this form to document a resident who refuses ALL services of the Service Coordinator. It is not intended to document the refusal of a single or specific service, nor refusal of an assessment, but rather all SC services in general. It is not recommended that this form be used for all residents refusing services, as many residents who do not wish services at one point will later ask for services or attend a presentation.

Resident Deactivation

This form is completed by the Service Coordinator when a resident is no longer active at the property due to moving away, eviction, or death. All deactivation forms should be specific to the reason for move-out. The form should be printed and placed in the resident's file. The deactivated file should be placed in the SC's deactivated file section of their locked filing cabinet. For SCs utilizing Family Metrics a specific individual who is leaving the household should first be removed from the household via editing of the household. Then a deactivation may be completed for the individual. If all members of the household are leaving the unit do not do individual deactivations but instead deactivate the entire household by clicking the household and then household deactivation. Complete all information and then submit. This removes the entire household and the individuals in the unit.

Programs Section: allows the Service Coordinator to document programs that take place at the property. Program attendance should be completed following each program and a Group Add Service Log/Progress note should also be completed. For additional guidance on how to enter a program into the respective SC Software system, please refer to the training modules in the software system.

The following documents are for those properties utilizing AASOnline

Resident Service Need/Request

The Resident Service Need/Request is currently optional for those utilizing Family Metrics. It is however, a good means for tracking the services provided to the family.

Service Management Plan

The Service Management Plan is automatically populated with information from Resident Service Needs/Requests, Follow-up Tasks entered by the SC, Information from the ADL/IADL assessments and lease violations. It is required for those utilizing AASOnline and optional for those in Family Metrics. It will still be automatically generated, even though optional in Family Metrics, from the above information.



Professional Training Section: allows the Service Coordinator to document any trainings or professional development that has been attended. All trainings should be entered into the SC Software system.

SC Daily Log

The SC Daily Log consists of a Service Hours section and other additional sections of Programs, Program Attendance, Property Communication, Professional Trainings, Meetings, Fundraising, Community Engagement, Resident Problems/Issues, and Additional Information. The SC Daily Log is found under the Property Home tab and the left side navigation menu in the AASCOOnline program. The Service Hours section will automatically generate the number of hours spent with residents based on the Resident Service Logs completed. The Service Coordinator will need to complete the time spent in each of the five Administrative Tasks: Documentation of Resident Files, Researching Available Services, and Contact with outside service providers, paperwork not related to residents, and meetings with property management staff.

Meetings Section: allows the Service Coordinator to document meetings that took place with management or other staff.

Property Communication Section: allows the SC to effectively document the time it takes to create and distribute newsletters, flyers, invitations, and other media to residents. If a newsletter or flyer is distributed to residents and track this time as time spent with residents. The data entered on this form feeds automatically into Service Hours and is referenced as time spent with residents. It also feeds into various management reports, such as the Activity Summary, which provide an overall account of the SC's time.

Community Engagement Section: List meetings or visits with community partners and attendance at or planning of community events that encourage interaction between the community and project residents. This section is for documenting the attendance at / planning of meetings or events that involve interaction with other service providers or program partners. Community Engagement does not include activities with residents, such as health fairs you offer or attend with residents. That would be considered time spent with residents and would be documented via a Group Service Log or a Program Attendance.



Property Files

File Management

All resident files are created for all applicants and residents. Resident files are to be maintained in the same manner from property to property. This uniformity allows for Regional Property Managers (RPMs), Associate Property Managers, as well as Assistant Property Managers (APMs) to work in files at any designated property and be able to maintain the files as required. This continuity makes it easier for employees to move from property to property and to maintain consistency.

All maintenance files are maintained in the property's maintenance office. A "Contracts and Bids" file is a file of all contracts and bids that must be maintained in a separate file folder for each category (cleaning, lawn, painting, etc.). A "Warranties File" is maintained for each piece of equipment, work performed, and products delivered, these files indicate the name of the equipment, etc. and the warranty expiration date written on the outside. This file contains the warranty, authorized service outlets, instructions, and service information.

File Retention

To ensure state and federal required documents are properly maintained file retention guidelines have been established.

File Security

Personally Identifiable Information (PII) is any data that could potentially identify a specific individual. Any information that can be used to distinguish one person from another can be considered PII. PII can be sensitive or non-sensitive. Non-sensitive PII is information that can be transmitted in an unencrypted form without resulting in harm to the individual. Non-sensitive PII can be easily gathered from public records, phone books, corporate directories and websites. Sensitive PII is information which, when disclosed, could result in harm to the individual whose privacy has been breached. Sensitive PII can contain, but is not limited to full names, dates of birth, Social Security numbers, Federal Tax Identification numbers, credit card account information, banking information, driver's license numbers, passport numbers, e-mail addresses and medical information.

All documents should be treated as if they contain PII and must be maintained in a manner as to protect any personally identifiable and/or proprietary information they may contain. All files and company documents must be maintained in a secure room or lockable filing cabinet.

File Retention Guidelines	
Type of File/Document	Retention Period
Office Records*	
Receipt Books	Indefinitely
Scanned Checks and the CHECKscan Posted Report	Until notified by Accounting in the Communication Digest that they can be destroyed
Resident Move-out files (complete)	7 years (However, tax credit/safe harbor properties should refer to their Auditing Agency to determine length of time for retention)
Resident Service Requests	5 years
Resident Move-out Files owing money	7 years (If subsidy - EIV information must be removed from the file after 3 years). (If subsidy - EIV information must be removed from the file after 3 years).
Waiting List	5 years
Cancellation files	5 years
Rejection files	5 years
Termination, Non-Renewal and Eviction files	7 years (If subsidy - EIV information must be removed from the file after 3 years).
HUD Management Reviews	5 Years
Reasonable Accommodation/Modification Documents (In separate folder in secured location)	Indefinitely while resident resides on the property. 5 years from MO date / Denied request / cancelled application
Violence Against Women Documents (VAWA) (In separate folder in secured location)	Indefinitely while resident resides on the property. 5 years from MO date / Denied request / cancelled application
Compliance Reports/Bond Documents	4 years
Ad Books (CONV)	5 Years

*All other office records, consisting of turnover reports, grounds inspections, security reports, recertification logs, computer printouts, billing statements, etc., are kept for a minimum of one (1) year. Maintaining these records longer than one (1) year is at the discretion of the Property Manager (PM).

File Retention Guidelines	
Type of File/Document	Retention Period
HUD Records	
All HUD approval letters	Current in Management Binder. Electronically Indefinitely- Maintained in Company Shared File System
All HUD rent schedules	Current in Management Binder. Electronically Indefinitely- Maintained in Company Shared File System
HUD correspondence	Current in Management Binder. Electronically Indefinitely- Maintained in Company Shared File System
HUD 9250 (Increase to reserve account or suspension and anytime HUD authorizes lease)	Current in Management Binder. Electronically Indefinitely- Maintained in Company Shared File System
Reserve withdrawal Packages	3 years
HUD Forms	
Vacancy Claims	3 years after date of HUD action
Excess Income Report	7 years after remittance is made per HUD 93104 (2/98) Form
HAP Voucher and related documents	5 Years
Maintenance	
EPA Certifications	Indefinitely
Bid Packages	
Repairs \$10,000 and up	Indefinitely
Other	Current calendar year + 3 years
General correspondence routine	Retain as appropriate
Warranties	2 Years after Expiration
Repair and Maintenance Files	
Contracted services for Less than 10k	3 Years after expiration
Contracted work specs	3 Years
Blueprints/as built	Indefinitely
Original construction specs	Indefinitely
Warranties	2 Years after Expiration
Gas line inspection reports	Indefinitely
Freon Reclamation Leak Repair Log	Indefinitely



File Destruction

From time to time it becomes necessary to dispose of old files that are beyond their retention period. The file retention guidelines must be reviewed before any files or other items located at a property are destroyed.

The preferred method for destroying paper documents is shredding. The preferred method for destroying CD's or DVDs is to carefully cut the CD or DVD into several pieces with scissors. Hard drives must be sent to the Home Office for proper disposal. Questions about alternate disposal methods should be directed to the IT Helpdesk.