



RESIDENT SERVICES

Resource Guide

Table of Contents

Personal Development Training Programming	2
Family Self-Sufficiency (FSS) Program	2
Adult Basic Education	2
Customer Service	2
Commercial Driver's License	2
Human Services	2
Certified Nursing Assistant (CNA) and Phlebotomy Technician	2
Culinary Skills Training	3
Workforce Ready	3
Entrepreneurship Training Program	3
Pre-Apprenticeship Program	3
Digital Literacy	3
Section 3 Job Bank	4
Homeownership	5
Housing Choice Homeownership	5
Section 5(h) Homeownership	5
PhillySEEDS, Inc.	6
Affordable Housing - Closing Cost Assistance	6
Rental Assistance Fund	6
PHA Scholars Program	6
Quality of Life Fund	6
Senior Programs	7
Eldercare Initiative and Senior Centers	7
Congregate Housing Services	7
Adult Day Care	7
Healthy Cafe	7
Health and Wellness	8
Summer Food Service Program (SFSP)	8
Penn State Nutrition	8
With Every Heartbeat is Life (WEHL)	8
Health Professionals	8
External Partnerships	9
Boys and Girls Clubs of Philadelphia	9
Dream Incorporated	9
Citizens Acting Together Can Help (C.A.T.C.H.) Incorporated	9



PERSONAL DEVELOPMENT TRAINING PROGRAMMING

Family Self-Sufficiency (FSS) Program

The Family Self-Sufficiency Program's mission is to provide resources and referrals for services, and assist with removing barriers residents may face while they are working toward their self-sufficiency goals. Family Self-Sufficiency is a HUD Program that allows Public Housing and Housing Choice Voucher (HCV) residents to build financial assets as the household increases their earned income from wages. Participation generally lasts five (5) years, during which participants identify educational, professional, and personal goals.

The FSS Program includes goal setting, mentoring, and financial incentives to empower families in making positive life changes. Participants will work with an FSS Coordinator to develop a plan that outlines specific activities needed to achieve their economic self-sufficiency goals. Throughout the program, the FSS Coordinator monitors participants' progress and helps them move toward self-sufficiency.

As participants achieve employment goals and increase household income from wages, their rent increases. An amount equitable to the monthly rent increase is set aside each month into an escrow savings account for program participants. When members of the household have been independent of welfare assistance for at least twelve (12) consecutive months, accomplished all of their set goals, and graduated from the program, they are eligible to receive a payout of the escrow accrued during their participation.

Contact Information:

- 215-684-5309
- FSS@pha.phila.gov

Adult Basic Education

The Adult Basic Education Program refreshes the student's math, reading, and writing skills to prepare them for General Education Development (GED) testing. Students will also develop skills needed to aid professional and personal development.

Partner(s) - None, Internal Function (PHA Education Team)

Frequency - Ongoing

Maximum Number of Participants - 80 (20 per instructor)

Contact Information:

- 215-684-8053
- Education@pha.phila.gov

Customer Service

Customer Service training aids in developing the skills needed to work effectively in settings where employees serve as the link between customers and the organization. Participants will also learn job application skills, resume development, and interview techniques.

The training prepares participants for employment in offices, retail establishments, or call centers. Although this training targets participants with work experience, it can be beneficial for those who are seeking first-time employment.

Partners - Temple University and Community College of Philadelphia

Frequency - Quarterly

Maximum Number of Participants - TBD

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov



Commercial Driver's License

Graduates will be certified to drive commercial trucks and a variety of large vehicles, permitting them to gain employment as bus drivers, delivery drivers, etc.

Partner - Smith and Solomon

Frequency - Ongoing

Maximum Number of Participants – TBD

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov

Human Services

Participants of this program develop counseling, management, and communication skills, permitting them to provide guidance and mentoring to at-risk populations, including the mentally/physically disabled, welfare recipients, disadvantaged youth, chronically homeless, etc.

Partner - JEVS Human Services and Orleans Technical Institute

Frequency - Annually

Maximum Number of Participants - 15

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov

Certified Nursing Assistant (CNA) and Phlebotomy Technician

Participants learn entry-level nursing skills, as well as ethics in healthcare, communication skills, and infection control. Graduates may obtain entry-level employment in a variety of healthcare settings.

Partner - PathWays Pennsylvania

Frequency - Every 9 Weeks

Maximum Number of Participants - 20

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov
- Culinary Skills Training

Culinary Skills Training

The program offers in-depth training in the hospitality management industry, which includes:

- Introduction to Hospitality
- Introductory Food Preparation
- ServSafe® Food Preparation Management Certification

Upon completion, participants will have the skills and certification for employment in hospitals, restaurants, and hotels.

Partner - Community College of Philadelphia

Frequency - Every 8 Weeks

Maximum Number of Participants - 25

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov



PERSONAL DEVELOPMENT TRAINING PROGRAMMING

Workforce Ready

Participants of this program develop job preparation, customer service, general office, and basic English and math skills.

Partner - Community College of Philadelphia

Frequency - Every 8 Weeks

Maximum Number of Participants – 25

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov

Entrepreneurship Training Program

The Entrepreneurship Training Program offers classes, individualized coaching, and a professional and nurturing environment for students with a desire to be gainfully self-employed. At the program's conclusion, students are prepared to begin their own businesses.

Partner - Entrepreneur Works

Frequency - Biannually

Maximum Number of Participants - 20

Contact Information:

- 215-684-4260
- CommunityPartners@pha.phila.gov

Pre-Apprenticeship Program

The Pre-Apprenticeship Program provides employment opportunities for PHA residents by offering a comprehensive entry-level education in five fields: carpentry, plumbing, painting, electrical wiring, and weatherization. This initiative is designed to expand the agency's adherence to Section 3 of the Housing and Urban Development Act of 1968 requiring public housing authorities to provide economic and employment opportunities whenever possible.

Additionally, the program offers Occupational Safety and Health Administration (OSHA), Renovation, Repair, and Painting Program (RPP), and forklift driving certifications. Upon completion, when available, graduates become full-time PHA employees. Should PHA not have positions available, graduates are provided resume servicing and placed in the agency's Section 3 database for review by external organizations seeking employees.

Partner - None, Internal Function (PHA Education Team)

Frequency - Biannually

Maximum Number of Participants – Unlimited

Contact Information:

- 215-684-8053
- PreApprentice@pha.phila.gov

Digital Literacy

The Digital Literacy Program is designed to increase participants' knowledge and ability to use a range of technology tools for varied purposes. Lab monitors staff computer labs throughout PHA and teaches residents how technology can be used to find and evaluate information, connect and collaborate with others, and produce and share original content. Residents learn how to use the Internet and technology tools to achieve many academic, professional, and personal goals.

Contact Information:

- 215-684-8053
- Education@pha.phila.gov



The PHA Section 3 Job Bank is a resource that connects Section 3 residents with job opportunities offered by PHA vendors. While the Job Bank does not replace a vendor's own hiring process, it enables PHA to forward an applicant's information to PHA-contracted vendors who have Section 3 job opportunities. However, PHA does not control which applicants, if any, its vendors eventually interview or hire.

What is Section 3?

Under Section 3 of the Housing and Urban Development Act of 1968, certain vendors who do business with PHA must offer employment, training, contracting, or other economic opportunities to Section 3 residents. For vendors who commit to providing job opportunities to Section 3 residents, 30% of their new hire workforce must be Section 3 residents.

Who is a Section 3 Resident?

Section 3 residents are PHA residents and residents of the City of Philadelphia who have a household income that is low or very low under HUD income limits. While a Section 3 resident can apply to any job posted on the Job Bank, there is a mandatory preference under the law for PHA residents.

How to Apply for Section 3 Job Opportunities

Applicants can submit their information on-line, via email (in an attachment), mail, or in person.

The website address is <http://www.pha.phila.gov/resident-services/section-3-opportunities/section-3-job-bank.aspx>

The address for mailing or drop off is:
PHA Section 3 Job Bank Coordinator
712 N. 16th St
Philadelphia, PA 19130

The address for e-mailing is: Section3@pha.phila.gov.

****All email or hard-copy submissions must include a note or cover letter specifying the job title and ID of the job being sought.**

Contact Information:

- 215-684-4318
- Section3@pha.phila.gov



HOMEOWNERSHIP

PHA is committed to assisting its eligible and dedicated residents with acquiring homes to call their own. Homeownership offers two programs: Housing Choice Homeownership for HCV recipients and Section 5(H) Homeownership for PHA scattered site residents.

Housing Choice Homeownership

Housing Choice Voucher participants may use vouchers to subsidize monthly mortgage payments for a period not exceeding fifteen (15) years on a mortgage loan of twenty (20) years or greater. Mortgage amortization periods of less than twenty years may be subsidized for a maximum term of ten (10) years. Maximum term limitations do not apply to elderly (being 62 or older) or disabled families.

Participating households must meet the following requirements:

1. First time homebuyer
2. Families that own or are acquiring shares in cooperative
3. Families that have completed Pre-Purchase Housing Counseling
4. Meet minimum income requirements (\$14,500 per year)
5. Disabled must meet minimum income requirements (\$6,624 per year). Elderly families are exempt from income requirements.
6. Meet employment requirement (one year minimum) and work a minimum of 30 hours a week. Disabled/Elderly heads of household are exempt
7. Families must not have committed a felony crime in the past five years
8. Families must not have committed fraud using federal money
9. Home must pass 2 Inspections, one by an Inspector who is certified by the American Society of Home Inspection and a PHA Inspection

Also available to participants is the Down Payment Option Program, which permits qualifying households to use down payment assistance, which is the equivalent of 12 months of their last calculated subsidy amount toward closing costs and down payment. Please note that the client will not receive assistance throughout the life of the mortgage if they use the Down Payment Option.

Section 5(h) Homeownership

PHA residents of scattered sites are offered the opportunity to purchase the home they currently occupy.

Participants in this program must adhere to the following guidelines:

1. A current PHA single-family scattered site resident
2. A head of household or an adult over 18 years of age who has been in continuous occupancy for a minimum of one (1) year
3. Current with rent, utilities (if applicable), and any other required payments
4. In good standing with lease compliance and lease terms for a continuous period of twelve (12) months preceding the application
5. Able to demonstrate a minimum, stable household income of \$10,000 annually and the ability to obtain a mortgage
6. Participation in pre-and post-purchase counseling programs
7. Ability to afford mortgage payment stemming from the unit's current appraised value

Contact Information:

- 215-684-8926
- Homeownership@pha.phila.gov



PHILLYSEEDS, INC.

PhillySEEDS, Inc. was established in 2013 as a duly incorporated charitable corporation under the laws of Pennsylvania and a subsidiary of the Philadelphia Housing Authority (PHA). Its mission is to advance social services opportunities for residents and families of public and assisted housing through philanthropic activities, community-based partnership, and special initiatives.

Affordable Housing - Closing Cost Assistance

One of the largest barriers for residents seeking to purchase affordable homes in Philadelphia is obtaining the funds to cover closing costs. Through various partnerships, grants, saving incentives, and direct investment, PHA is able to assist residents with improving credit, accessing free housing counseling, obtaining affordable mortgages by providing soft second liens to reduce the mortgage, and providing down payment assistance. However, closing costs remain a barrier to homeownership since it typically requires an outlay of cash to cover the various transactional fees to complete the paperwork.

Despite all of the assistance PHA provides to residents at each stage of the home buying process, securing the final few thousand dollars to cover the transactional costs at closing remains a gap for low income families to achieve homeownership. PHA has recognized the gap and is utilizing PhillySEEDS, Inc. to raise funds to provide a bridge by way of grants to low income purchasers of affordable homes.

By becoming home buyers, residents achieve sustainable self-sufficiency and a financial asset to pass down to their children. PHA will require grantees to provide up to 40 hours of community service as a condition for receiving the grant. This service may be provided at PHA or an approved community service organization.

Goal: \$100,000

Target: Assist approximately 30 affordable home buyers with closing costs.

Rental Assistance Fund

The Philadelphia Housing Authority operates one of the largest Housing Choice Voucher (HCV) and Public Housing (PH) programs in the United States, providing affordable rental housing to nearly 34,000 households in Philadelphia, with a waiting list that exceeds 100,000 families.

The HCV Program provide a voucher to clients that subsidizes the cost of rent in the private market. Once a family is drawn from the wait list and provided a voucher, the largest barrier to securing an apartment in the private markets is obtaining the security deposit. For low income families, an outlay of \$1,000 to \$1,500 dollars for the security deposit is an obstacle to housing.

PHA recognizes that there are very limited programs providing this assistance, and through PhillySEEDS, it seeks and provides funding to remove this barrier to acquiring housing. By providing families access to a zero interest revolving loan fund to cover some or all the cost of a security deposit, PHA will be able to house more families in a shorter period of time. Repayment of the loan will ensure sustainability of the fund. For families that are unable to obtain the loan, PHA will require such recipients to provide up to 25 hours of community service as a condition for receiving an award. The community service may be provided at PHA or an approved community service organization.

Goal: \$100,000

Target: Assist approximately 50 families a year

PHA Scholars Program

In 2013, the Philadelphia Housing Authority launched the PHA Scholars Program, whereby 36 residents from Philadelphia Public Schools who achieved high academic scores - an average grade point average of 3.5 - collectively received \$160,000 to attend college, university or trade schools. The funds were raised from donations, grants, and contributions from vendors participating in the federal Section 3 Program. The program was designed to assist resident scholars with meeting the familial contribution required by the student's financial assistance package provided by the school. In addition, the scholars received continuing support throughout the year to ensure - for the first year students - their transition to higher education is successful.



PHILLYSEEDS, INC.

This is a transformative program that invests in our families today so that they can break the cycle of generational poverty. To further support our Scholars, PHA provides summer internship and volunteer opportunities at PHA for up to 25 scholars, along with a stipend.

Goal: \$250,000

Target: 50 Scholars

Quality of Life Fund

Many low-income residents struggle to acquire basic appliances like refrigerators, which are typically not provided by landlords, or basic furniture like beds for children. PHA wants to provide residents access to a fund which will provide financial assistance to help families achieve a decent quality of life.

PHA will not provide a hand out, but a hand up to those participants who are willing to contribute 25 hours to help our seniors keep their units clean, supervise or tutor youth during an after-school program, assist with cleaning up a PHA development, or volunteer at an approved community service organization. At the completion of the 25 hours of service, the participant will be eligible to receive up to \$1,000 to be applied toward the acquisition of basic appliances or furniture.

Goal: \$150,000

Target: Assist approximately 60 families a year.

Contact Information:

- 215-684-8734
- info@phillyseeds.org
- www.phillyseeds.org



CORD has implemented initiatives to reflect its commitment to issues surrounding the health and wellbeing of senior residents. The following programs serve PHA senior citizens and provide ample opportunity for them to receive proper health care, while also engaging in physical and social activities.

Eldercare Initiative and Senior Centers

Independent and active seniors have a specific program to accommodate their needs. PHA operates Senior Centers at Wilson Park, Cassie L. Holley, and Emlen Arms, permitting active seniors to access communities and facilities created specifically for them. The Senior Centers provide many services, including entertainment, dining, and daily living assistance.

The centers emphasize health by offering dance, aerobic, and walking classes. Seniors can take advantage of activities including, but not limited to, movies, music, and trips throughout the city. Thanks to PHA's collaborative partnerships, seniors can enjoy these activities free of cost.

Congregate Housing Services

The Congregate Housing Services Programs addresses the supportive services needs of elderly residents in eligible housing developments. Key program components include: service coordination, participant eligibility, admission and termination, Professional Assessment Committee (PAC), appropriate need-based supportive services, participant fees, funding and cost sharing, and program costs.

The services are designed to provide assistance to permanently or temporarily disabled elderly persons, as well as non-elderly persons with disabilities, for the purpose of promoting independence, preventing unnecessary institutionalization, and encouraging deinstitutionalization. Residents can obtain these services at PHA's Bentley Hall.

Adult Day Care

Ridge Avenue Eldercare Services is an adult day center that is designed to provide care and companionship for seniors 60 years of age and older who require daily assistance and/or supervision. This service, unlike others, is available to PHA residents and residents in the surrounding community. The program offers relief to family members or caregivers in need of periodic assistance. Dedicated staff provides services enhancing dignity, while supporting the independence of older adults through stimulating daytime programming.

Nursing services, therapeutic activities, health and wellness education, rehabilitation services, social services, meals and transportation give the programming additional significance and impact. Program fees are based on daily rates, which include meals and activities.

Healthy Cafe

The Healthy Cafe Program promotes healthy nutrition and social exchange between peers for seniors. The program presently operates in two senior properties, Wilson Park (Cafe in the Park) and Nellie Reynolds Gardens (Garden Cafe). These cafes provide convenient, healthy, and nutritious breakfast meals and food choices at a low cost to residents and guests.

Contact Information:

- 215-684-2464
- seniorcare@pha.phila.gov



HEALTH AND WELLNESS

Summer Food Service Program (SFSP)

CORD has identified a significant number of PHA households that are heavily dependent on food programs provided through local schools. The Summer Food Service Program was created to ensure households continue receiving meal assistance when school is out for the summer. SFSP is located at 20 PHA community centers around Philadelphia. SFSP serves two healthy meals a day, breakfast or snack, and a hot lunch. Participants must be age 18 or younger, or be 19 years or older with a physical or mental disability.

Penn State Nutrition

The Penn State Nutrition programs provide PHA residents with information on healthy eating, food shopping, how to read food labels, and how to cook healthy meals. Participating residents attend a five-week session where they receive a cook book, tote bag, and certificates of completion. Concurrently, the Penn State and SFSP programs provide fresh fruit and vegetables to ten of our summer food sites for youth.

With Every Heartbeat is Life (WEHL)

With Every Heartbeat is Life was established after residents from the Philadelphia and Chester Housing Authorities attended a two day training presented by HUD trainers, employees, and residents. The goal of the program is to prepare scheduled workshops, meetings, and training to educate residents on the health risk factors of obesity, hypertension, diabetes, cholesterol, smoking, and heart disease.

Health Professionals

Health Partners' mission is to build a healthier community through education, mentoring, and modeling. Health professionals provide free workshops, seminars, health fairs, and other outreach programs for community members in Philadelphia's five-county region.

Contact Information:

- 215-684-3959
- wellness@pha.phila.gov



EXTERNAL PARTNERSHIPS

The Office of Community Operations and Resident Development has fostered several external partnerships, permitting it to delve deep into the needs of the communities and residents it serves. CORD's external partnerships are continually growing as it identifies ideal partner organizations. Current external partnerships include the following:

Boys and Girls Clubs of Philadelphia

The Boys and Girls Club of Philadelphia provides programs and activities at two of PHA's community centers, Wilson Park in South Philadelphia and the John F. Street Community Center in North Philadelphia. Each location offers programming for PHA youth ages 6 to 18 each weekday. Activities focus on five core areas:

1. Education and career development
2. Character and leadership development
3. Health and life skills
4. The arts
5. Fitness and recreation

Services come at no cost to participants and are designed to develop the intellectual, social, emotional, and moral skills necessary to become responsible, caring, and productive citizens.

Dream Incorporated

Dream Incorporated builds communities of families and college students, empowering youth in affordable housing neighborhoods to recognize opportunities, make informed decisions, and achieve their dreams.

Citizens Acting Together Can Help (C.A.T.C.H.) Incorporated

C.A.T.C.H. has been a cornerstone and anchor in the South Philadelphia community since 1979. C.A.T.C.H. is a well-established and credentialed provider of community behavioral health and developmental disability services. They have an ongoing responsibility to serve and enhance the community at large. Today, families, business, community leaders, employees and consumers are all part of a community network of specialized medical care.

Contact Information:

- 215-684-8109
- youthprograms@pha.phila.gov



CONTACT

To enroll in any of the programs listed in this resource guide or for more information, call, write, or visit:

The Office of Community Operations and Resident Development

Philadelphia Housing Authority

712 North 16th Street
Philadelphia, PA 19130
215-684-5300



The Office of Community Operations and Resident Development

**712 North 16th Street
Philadelphia, PA 19130
215-684-5300**