



# RESIDENT OPPORTUNITY AND SELF-SUFFICIENCY PROGRAM



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

# Practical Tips for Running a Successful ROSS-SC Program

RESIDENT OPPORTUNITY AND SELF-SUFFICIENCY PROGRAM

# Resident Opportunity and Self-Sufficiency – Service Coordinator (ROSS-SC) HUD Team

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# Presentation Agenda



ROSS-SC 101



ROSS-SC Core Functions



Understanding Your ROSS Program



Program Evaluation and Reporting



ROSS Data Guide



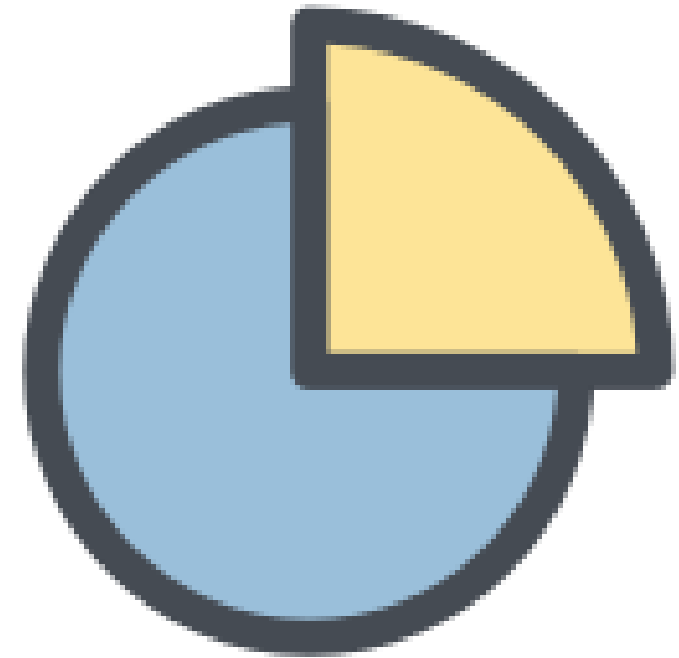
Q&A

# Program Overview

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The ROSS-SC grant program is designed to assist residents of Public and Indian Housing make progress towards economic and housing self-sufficiency by removing the educational, professional and health barriers they face.

ROSS-SCs assess the needs of Public and Indian housing residents, provide case management, and link residents to supportive services that will enable participants to move along the self-sufficiency continuum.



# What is Self-Sufficiency

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- Self-sufficiency is defined as a household's ability to maintain financial, housing, and personal/family stability.
- For the ROSS program, self-sufficiency is further defined as a resident's ability to progress along the self-sufficiency continuum through training and the utilization of supportive services.
- In the case of elderly/disabled residents, self sufficiency is defined as the utilization of supportive services which enable them to better age in place or remain living independently for as long as possible.

# ROSS-SC Core Functions

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**RESIDENT NEEDS ASSESSMENT**

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**COORDINATION AND DIRECT SERVICE DELIVERY**

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**CASE MANAGEMENT**

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**RESIDENT ENGAGEMENT**

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**EVALUATION**

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**REPORTING**

# Eligible ROSS Participants

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- Reentry Populations

**Public housing residents NAHASDA-assisted residents**

**This includes:**

- Youth
- Work-able Adults (18-61)
- Elderly (62+)
- People with Disabilities



# Key Performance Indicators

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## Digital Inclusion

- Residents without in-unit or GED attaining a HS
- Residents without digital literacy skills enroll in digital literacy classes.
- Residents with education related disabilities who need services. accessible technology options obtain access.

## Education

- Residents without a HS
- Residents attaining a higher level of education
- Residents enrolled in educational or vocational programs.
- Residents receiving services.

## Financial Literacy

- Residents receiving EITC. financial literacy/management related services.
- Residents attending financial literacy/management related services.

## Health and Wellness

- Residents without health insurance obtain health insurance.
- Residents receiving health-related services.

# Key Performance Indicators

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## Employment

- Unemployed residents receiving employment.
- Employed residents retaining employment for more than 12 months.
- Residents with part-time employment receiving full-time employment.
- Residents receiving employment-related services.

## Elderly Residents/Residents with Disabilities

- Residents receive elderly-related services.
- Residents receive disability-related services.
- Resident receive Supplemental Security Income and Social Security Disability insurance.

## Reentry

- Residents involved in the justice system receiving legal aid services.

## Substance Abuse

- Residents with drug or alcohol dependency are receiving substance abuse treatment.

# Eligible Use of Funds

## Salary/Fringe Costs:

- Salary/fringe of ROSS-SC(s) only
- Coordinators must be paid no more and no less than the amount they were funded for salary/fringe.

## Training/Travel Costs:

- For professional development of ROSS-SC.
- All training/travel must be approved by HUD before the cost is incurred.

## Administrative

- **Costs to support the implementation of the ROSS grant**
- All direct services must be approved by HUD before the cost is incurred.

## Eligible Use of Funds, Cont.

### Administrative Costs:

- Costs for running your program
- Costs to remove barriers for Residents (ex. Bus fare to job interview)
- Direct Services (New and with HUD Approval)



# ROSS-SC Grant Application: What is the Vision of Your Program?

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What are your Areas of Focus and General Program Vision?



Who are your Program Partners and Matching Commitments?



How are you listening to the Needs of Your Residents? Starts with the Needs Assessment, but it should not end there.

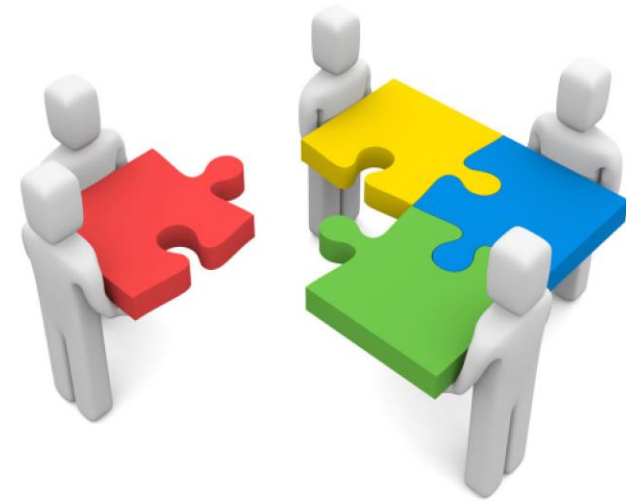


How are you Evaluating your Progress? Are you on Track? How can you Improve Outcomes?

# Match

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- **The required match is 25% of total requested ROSS funds.** Grantees must maintain at least a 25% match throughout the entire grant term.
- The purpose of the match is to ensure your ROSS program includes committed partners who can address the needs of residents.
- Neither ROSS funds nor Public Housing funds are considered an eligible match contribution.
- Grantees can add match partners throughout the grant.
- **HUD may request to review your match letters at any time during the grant term.** Failure to produce match letters may result in the loss of your award.
- **Track your match.**



## Service Coordinators: An Important Key to the Success of your Program!

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- Eligible to hire service coordinators who assesses the needs of residents, provides case management, and links residents to training and supportive services that will enable participants to move along the self-sufficiency continuum
- How much did you request for your service coordinator?
- How many service coordinators are you funded for?



The grantee shall attend meeting(s) if requested by HUD.

The work to be performed under this Grant Agreement is outlined in the NOFO. **Grant funds shall be used only for eligible activities.**

**Grant** The grantee is required to submit and receive approval of the budget and any deviations or revisions prior to

**Agreement:**

implementation of any changes.

**Understanding**

approval from the HUD field office for training

Take advantage of Training Funding! The Grantee must receive pre-

**Program**

and for travel outside of the local area.

**Parameters**

to cover direct services or sub-

Grantees experiencing gaps in service delivery may apply administrative funds

contracting services; both costs require pre-approval **by the HUD field office.**

Lastly, review and understand your specific ROSS NOFO: It has important information that can reinforce your Grant Agreement.



# Why is evaluating your program Important?

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- Assesses how well the program is operating
- Assesses who is being served (number of residents, demographics)
- Assesses whether program participants are receiving the supports they need
- Tailor referrals and other interventions to the specific needs of individual clients
- Helps to determine areas that need to be improved

- Part of Grant Agreement and allows HUD to determine how effective your ROSS program is

## Measuring your Performance

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- Performance measurement and evaluation are essential components of an effective program, as it helps program staff measure and monitor their performance on an ongoing basis
- HUD requires reporting on program-level outcomes to track grantees' performance

- HUD uses aggregated data across all grantees to measure national program progress

## Tracking Resident Outcomes

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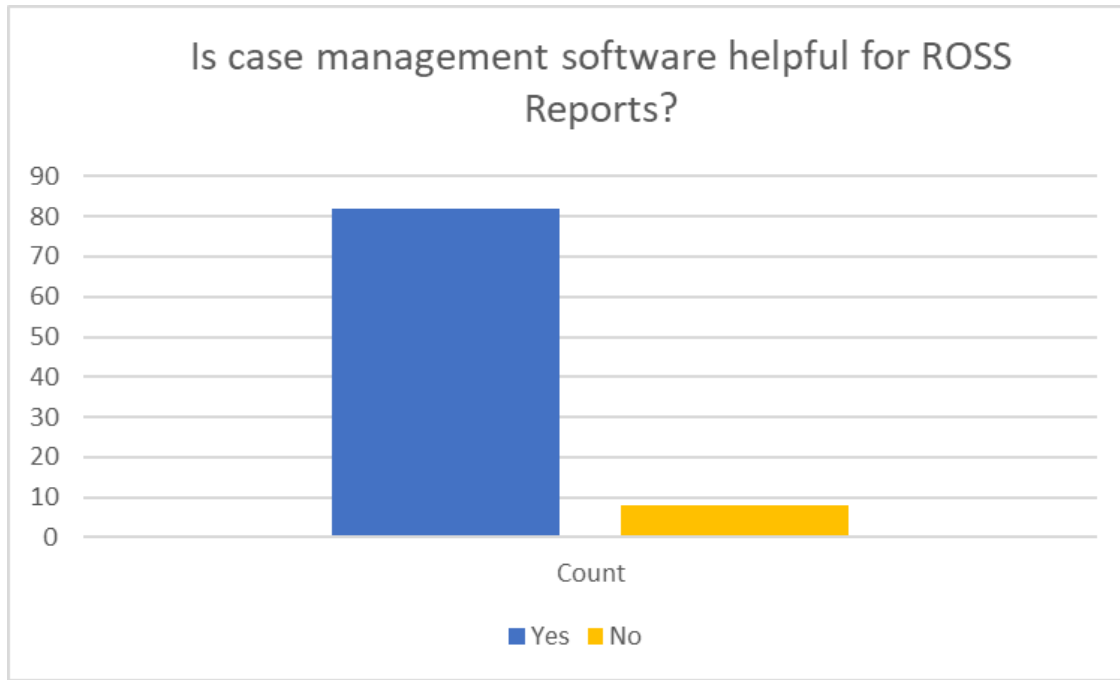
- HUD requires you to develop performance and outcome milestones that will support residents' path towards economic independence and stability or in the case of elderly/disabled residents assisting them to continue to age/remain in place.

- You must develop an effective, quantifiable, outcome-oriented plan for measuring performance and for determining that goals have been met.
- You should use ROSS Key Performance Indicator (KPIs) as a foundation.

## Benefits of Case Management Software

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“It provides follow up reminders, which is very helpful.”

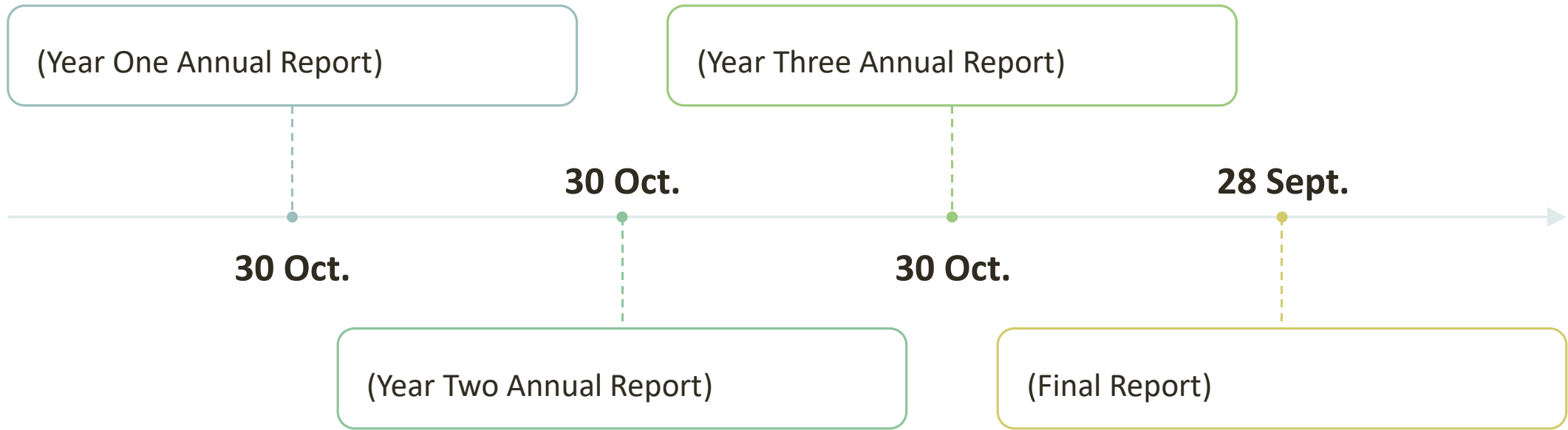
“You don’t have to duplicate documentation – one-click reporting.”

“Lets you refer back to case notes so you remember to follow up on certain outcomes.”

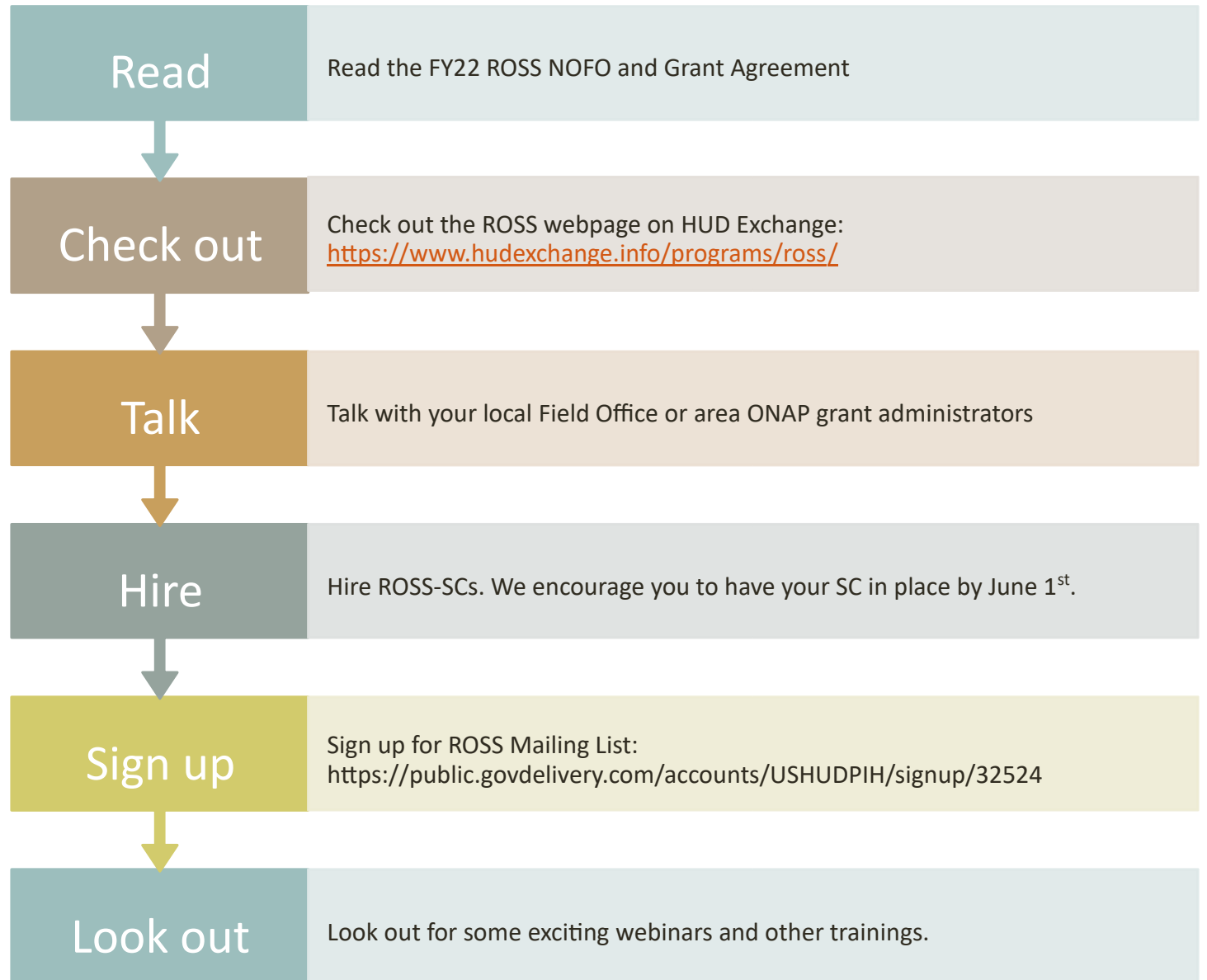
“Any data that’s missing for HUD reports is identified on the resident profiles.”

# Report Due Dates

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# Important Tips to Keep In Mind



# Resources for Data Reporting

**The ROSS Data Guide 4.0:**

<https://files.hudexchange.info/resources/documents/ROSS-Data-Guide.pdf>

**ROSS Reporting: Overview and Requirements:**

<https://www.hudexchange.info/trainings/courses/ross-reporting-overview-and-requirements/>

**ROSS Reporting: Using GrantSolutions to Report:**

<https://www.hudexchange.info/trainings/courses/ross-reporting-using-grantsolutions-to-report/>

**ROSS Data Dashboard:**

<https://public.tableau.com/profile/abt.associates4039#!/vizhome/ROSS-SCDataDashboardbyGrantee/Home>

**Quick Reference Guide on Data Quality:**

<https://files.hudexchange.info/resources/documents/ROSS-SC-Data-Quality-Quick-Reference-Guide.pdf>

**ROSS HUD Exchange page:**

<https://www.hudexchange.info/programs/ross/>

**Standards for Success Resource Page:**

[www.hudexchange.info/programs/standards-for-success/](http://www.hudexchange.info/programs/standards-for-success/)



Questions

# Contact Information

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