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All Sponsors, Management Agent,  
Local Housing Authorities

**Notice:** OPRHS 24-003

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**Distribution Date:** October 17, 2023

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**Subject: DOH - Residents Services Coordinator (RSC) Program**

This Notice provides program information to all entities receiving State RSC grants through DOH. All management and RSC staff must be familiar with program requirements, such as: **Housing Authority/Management Entity/Sponsor responsibility for submitting quarterly reports and year-end narrative reports as specified in the original Assistance Agreement.** Quarterly reports ([Exhibit C](#)) are due 20 days after the end of each quarter, specifically October 20th, January 20th, April 20th, and July 20th. The Year-End Narrative report ([Exhibit D](#)) is due July 31st.

Included herein are the links to all existing requirements, and current updates, for the Resident Services Coordinator (RSC) program. Please review these to ensure that all program requirements are being met by Resident Services Coordinators in the exercise of their ongoing RSC responsibilities. It is imperative that all RSC's be familiar with and understand these requirements, and further that they familiarize all persons on their respective staffs who serve in this role, especially in circumstances of new staff hired to serve in this capacity. Also included is a link to the Connecticut Association of Resident Services Coordinator in Housing (CARSCH) website, which provides resources and information for RSC participants in Connecticut.

The applicable links are provided below.

[Resident Service Coordinator Program \(ct.gov\)](#)

[Home | CARSCH \(carsch-ct.wixsite.com\)](#)

If you or your staff have any question or need further assistance, please contact "Paula" Ploynapas Thantaha-Christensen at [Ploynapas.Thantaha@ct.gov](mailto:Ploynapas.Thantaha@ct.gov). Thank you for your attention.