



QUALITY ASSURANCE PROGRAM

Providing data-driven, multiple outcome-based measurement tools that enable short and long-term performance tracking and proof of adherence to HUD standards.

SPM, LLC was originally founded to manage elderly Section 202/8, Section 236, and PRAC apartment communities, and our operations, procedures, and philosophy are fully geared toward this market. SPM has also been committed to providing service coordinators in its elderly housing since 1995. Service coordinators are responsible for ensuring that residents are linked to any and all supportive services required to enhance their quality of life, allow them to continue to live independently, and avoid premature or unnecessary institutionalization. SPM service coordinators take a nonjudgmental and nonintrusive approach to providing resident services and are committed to fostering an inclusive and confidential environment that promotes resident empowerment and autonomy.

The quality assurance program at SPM, LLC monitors and evaluates the activities conducted by service coordinators to ensure that all program requirements and standards of quality are being met. We value innovation and use modern technology to continuously improve our services so that we can provide the best possible support to both service coordinators and residents. Implementing the quality assurance program at each site is the first step to making sure that the service coordinator is meeting the needs and fulfilling the expectations of the residents they serve, the management/owner that employs them, and all regulatory or accrediting bodies such as HUD, as well as satisfying any private grant requirements.

The quality assurance program at SPM is data-driven, utilizing multiple outcome-based measurement tools that enable short-term and long-term performance tracking, provide proof of adherence to HUD standards, and demonstrate the effectiveness of the service coordinator program. In turn, service coordinators become more efficient and productive at their jobs while improving their level of performance. SPM Professional Quality Assurance Services will ensure that your service coordinator program is in compliance with all HUD requirements while simultaneously increasing resident satisfaction.

Our quality assurance team is comprised of individuals with rich backgrounds in social work, gerontology, public health, anthropology, and data analytics. Our Quality Assurance Directors have served on the AASC Board of Directors and AASC state chapters; been featured as speakers and presenters at national conferences and research symposiums, such as AASC and APHA; and contributed to research specifically focused on understanding the needs of older adults and how to improve their quality of life.

- On-site and remote monitoring of files and documentation
- Customer-focused continuous process improvement
- Technical assistance and guidance on program requirements and resident issues
- Service coordinator hiring, training, and development
- Resident satisfaction surveys utilizing both qualitative and quantitative data
- Review and submission of programmatic HUD requirements
- Support for service coordinators in preparation for, and during, official HUD Service Coordinator Program audits
- Data-driven decision making
- Targeted employee process improvement
- Spanish language services to facilitate communication with diverse resident populations
- Service coordinator budget reviews
- Management of Service Coordinator grants and support to grantees

SPM.NET

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