

Chapter 4

SELECTING AND SERVING FSS FAMILIES

INTRODUCTION

FSS regulations require that the PHA include in its action plan a statement indicating how it will select families for participation in the FSS program. This includes outreach, waiting list management, and other selection procedures. When followed, the PHA's selection procedures ensure that families will be selected without regard to race, color, religion, sex, handicap, familial status, or national origin.

Once selected for participation in the FSS program, families are to be provided various activities and supportive services so that they may obtain the education, employment, business, and social skills necessary to achieve self-sufficiency. A description of such activities and supportive services is also a requirement of the FSS action plan.

This chapter contains three parts:

Part I: Incentives, Outreach, and Assurance of Noninterference: This part describes the incentives the PHA will offer and the outreach efforts the PHA will use to encourage participation and recruit eligible families for the FSS program and contains the required assurance of noninterference with the rights of nonparticipating families.

Part II: Family Selection: This part covers whether the PHA will use preferences for family selection and which preferences the PHA will employ if they choose to do so. In addition, this part describes the selection factors the PHA will use in screening families for participation in the FSS program.

Part III: Activities and Support Services: This part lists the activities and supportive services to be provided to families through both public and private resources, describes the method the PHA will use to identify family support needs, and covers the required certification of coordination.

PART I: INCENTIVES, OUTREACH, AND ASSURANCE OF NONINTERFERENCE

4-I.A. OVERVIEW

The FSS program offers incentives such as the FSS escrow account, case management, coaching, and other supportive services that not only encourage participation, but also help families achieve self-sufficiency. In addition to encouraging program participation through such incentives, PHAs also conduct outreach to recruit FSS participants from among eligible families. As part of this process, families need to know that their choice as to whether to participate in the FSS program will not affect their admission to the Section 8 or public housing programs, nor will it affect their right to occupancy. This part describes the PHA's policies regarding these issues, all of which are required aspects of the FSS action plan.

4-I.B. INCENTIVES FOR PARTICIPATION [24 984.201(d)(5)]

By regulation, the FSS action plan must include a PHA’s incentives plan—a description of the incentives that the PHA intends to offer eligible families to encourage their participation in the FSS program. The incentives plan provides for the establishment of the FSS escrow account and any other incentives designed by the PHA.

PHA Policy

The PHA will offer the following services, as needed to complete obligations in the contract, to its FSS participants as incentives to participate in FSS.

Incentive	Provided By
FSS escrow account	<u>HACC</u>
Case management/Coaching	<u>FSS Coordinator</u>
Information and referrals to services	<u>FSS Coordinator</u>
Educational workshops	<u>FSS Coordinator</u>
Funds for emergency transportation services	
Funds for emergency child care service	
Funds for emergency medical services	
Funds for education and training	
Funds for employment preparation	
Priority in individual development accounts programs	<u>FSS Coordinator</u>
Priority in homeownership programs	
Priority in specific training programs	
Priority in educational programs	
Priority in specific support services	

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4-I.C. OUTREACH EFFORTS [24 CFR 984.201(d)(6)(i)(ii)]

In addition to offering incentives for FSS participation, PHAs also conduct outreach to recruit more FSS participants from eligible families. The FSS action plan must include a description of these efforts to recruit FSS participants, including notification and outreach, the actions the PHA will take to assure that both minority and nonminority groups are informed about the FSS program, and how the PHA will make this information known.

PHA Policy

The PHA will notify eligible families about the FSS program using the following outreach locations, activities, methods, and languages, where appropriate. These points of contact and methods have been selected to ensure that both minority and nonminority groups are informed about the FSS program.

Location/Activity	Staff/Partner	Method	Language
Briefings/Orientations	PHA Staff Specialist	Flyer Presentation	<u>English</u> <u>Spanish and Russian as necessary</u>
Interims/Recertifications	PHA Staff Specialist	Flyer Posters Presentation Referral Form	<u>English</u> <u>Spanish</u> <u>Russian</u>
Transfers/Portability	PHA Staff Specialist	Flyer Posters Presentation Referral Form	<u>English</u> <u>Spanish</u> <u>Russian</u>
Lobby	PHA Staff Receptionist	Flyer Posters Referral Form Video	<u>English</u> <u>Spanish</u> <u>Russian</u>
Waiting Room	PHA Staff	Flyer Posters Referral Form Video	<u>English</u> <u>Spanish</u> <u>Russian</u>
Inspections	PHA Staff Inspector	Flyer Presentation	
PHA Website Social Media	PHA Staff	Video Presentation	<u>English</u>

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Location/Activity	Staff/Partner	Method	Language
TANF Office	Case Worker	TBD	
American Job Centers (Workforce/Career Center)	Counselor	TBD	
Adult Education	Counselor Instructor	TBD	
Community College	Counselor Instructor	TBD	
Employment Training Site	Instructor	TBD	
English as a Second GED Classes Language Classes	Instructor	TBD	
Community-based Organizations	Case Worker	TBD	
Child Care Centers	Teachers	TBD	

4-I.D. ASSURANCE OF NONINTERFERENCE WITH THE RIGHTS OF NONPARTICIPATING FAMILIES [24 CFR 984.201(d)(10)]

A family's housing assistance or admission into assisted housing should never depend on whether they choose to participate in the FSS program, and PHAs need to make this known as part of the recruitment process. For this reason, the PHA's action plan must include an assurance that a family's decision to not participate in the FSS program will not affect the family's admission to the Section 8 or public housing programs, nor will it affect the family's right to occupancy in accordance with the lease.

PHA Policy

Participation in the FSS program is strictly voluntary. Section 8 participants and public housing residents will be notified in all literature and media presentations related to the FSS program that should they decide not to participate in the FSS program, it will not affect their Section 8 or public housing. This material will also specify that the family will retain the right to occupancy according to their lease and family obligations contract.

PART II: FAMILY SELECTION

4-II.A. OVERVIEW

The FSS action plan is required to contain a statement indicating the procedures for selecting families for FSS program participation, including a description of how the PHA will do so without regard to race, color, religion, sex (including actual or perceived gender identity), familial status, or national origin. This part describes these procedures, considering whether the PHA will use preferences for family selection and which preferences the PHA will employ if they choose to do so, in addition to defining the factors the PHA will use in screening families for program participation.

4-II.B. FSS SELECTION PREFERENCES

As part of the process for selecting families for participation in the FSS program, the PHA may choose whether to employ the use of preferences. If the PHA so chooses, it has the option of giving a selection preference for up to 50 percent of its FSS program slots to eligible families who have one or more family members currently enrolled in an FSS-related service program or who are on the waiting list for such a program. Such a preference may be further limited to participants in and applicants for one or more specific eligible FSS-related service programs.

Should the PHA choose to adopt such a preference, it would need to include the following information in its action plan:

- The percentage of FSS slots, not to exceed 50 percent of the total number of FSS slots for each of its FSS programs, for which it will give a selection preference
- The FSS related service programs to which it will give a selection preference to the programs' participants and applicants
- The method of outreach to and selection of families with one or more members participating in the identified programs [24 CFR 984.203(a)]

A PHA may wish to adopt additional selection preferences as well [Notice PIH 93-24].

PHA Policy

~~The HCV FSS Program will adopt a preference for Foster Youth to Independence (FYI) households. The Public Housing FSS Program will adopt a preference for families living in scattered site housing in its portfolio.~~

~~The PHA will provide a selection preference for [insert the percentage] percent of its FSS program slots to eligible families who have one or more family members currently enrolled in or on the waiting list for the FSS related service programs of the PHA's partners on the FSS Program Coordinating Committee.~~

~~The PHA will give a selection preference on its FSS waiting list for Section 8 families porting in with an FSS contract of participation.~~

~~When services become available, the PHA will provide a non-targeted FSS selection preference to a family that wants to participate in the FSS program but was skipped or~~

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~~withdrew because supportive services were unavailable at the time.~~ The HCV FSS Program will adopt a preference for Foster Youth to Independence (FYI) households.

The PHA may use either of the following to select among applicants on the FSS waiting list with the same preference status [24 CFR 984.203(b)]:

- Date and time of application to the FSS program; or
- A drawing or other random choice technique.

PHA Policy

~~The PHA will use the date the family expressed an interest in participating in the FSS program to fill the FSS slots. A family must submit an application and self-assessment to apply for the FSS waitlist/program. The PHA will use the date the family submitted their FSS program application and self-assessment to add them to the FSS waitlist. Their name will be pulled from the waitlist to fill the FSS slots. However, if the family fails to attend an FSS intake three times, then they will be screened out of participating in the FSS program.~~

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4-II.C. SELECTION FACTORS

Many factors contribute to whether a PHA may choose to select a family for participation in the FSS program. These selection factors can help the PHA screen families for admission, and ultimately contribute to the PHA's decision to either allow or deny a family's admission into the FSS program.

Motivation Selection Factors [24 CFR 984.203(d)(1)]

A PHA may screen families for interest and motivation to participate in the FSS program provided that the factors utilized by the PHA are those which solely measure the family's interest and motivation to participate in the FSS program. For this reason, PHAs must only apply motivational screening factors that are permissible under the regulations.

Permissible Motivation Selection Factors

Permitted motivational factors include requiring attendance at FSS orientation sessions or pre-selection interviews or assigning certain tasks indicating the family's willingness to undertake the obligations that may be imposed by the FSS contract of participation. However, any tasks assigned should be readily accomplishable by the family based on the family members' educational level, abilities, or disabilities, if any. Reasonable accommodations must be made for individuals whose disability (mobility, manual, sensory, speech impairments, mental, or developmental disabilities) creates a barrier to accomplishing the tasks [24 CFR 984.203(d)(2)].

PHA Policy

The PHA will screen families for interest and motivation to participate in the FSS program by assigning a meeting or workshop which is the same type of meeting or workshop for each family. The PHA will only use the fact that the family attended as a screening factor, even if tasks or exercises are not completed in the meeting. In addition, if the family needs either childcare or transportation to be able to attend, or requests an accommodation for a disability, the PHA will either refer the family to available services or exempt the family from this screening factor.

Prohibited Motivation Selection Factors

Prohibited motivational screening factors include the family's educational level, educational or standardized motivational test results, previous job history or job performance, credit rating, marital status, number of children, or other factors, such as sensory or manual skills, and any factors which may result in discriminatory practices or treatment toward individuals with disabilities or minority or nonminority groups [24 CFR 984.203(d)(3)].

Other Selection Factors

In addition to motivational screening, the PHA may also wish to screen families for the following additional factors.

PHA Debt Selection Factor

The PHA may deny FSS participation to a family if the family owes the PHA, or another PHA, money in connection with Section 8 or public housing assistance [Notice PIH 93-24, B-18].

PHA Policy

~~The PHA will deny FSS participation to a family if the family owes the PHA, or another PHA, money in connection with Section 8 or public housing assistance. Families that owe money to a PHA who have entered into a repayment agreement and are current on that repayment agreement will not be denied FSS participation. The PHA will not deny FSS participation to a family if the family owes the PHA, or another PHA, money in connection with the CHV or public housing assistance. However, the PHA will make it clear that upon a successful FSS completion, escrow funds will go towards the unpaid balance and the remaining escrow balance will be given to the participant.~~

Unavailable Support Services Selection Factor

If the PHA determines, after consulting with the family, that a missing service is essential to the family's needs, the PHA may skip that family (and other similar families) and offer the FSS slot to the next family for which there are available services [Notice PIH 93-24, B-8].

PHA Policy

~~Insert policy for skipping families when a missing service is key to the family's needs. The PHA will not skip a family (and other similar families) and offer the FSS slot to the next family when the PHA determines, after consulting with the family, that a missing service is key to the family's needs. However, the PHA will make it clear to the family that the service is unavailable, that the PHA cannot be obligated to provide referrals or supportive services in relation to that service and it cannot be included as part of their Contract of Participation.~~

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Previous Participation Selection Factor

A PHA may refuse to select a family for participation in the FSS program a second time if that family previously participated unsuccessfully (i.e., the family participated, did not meet its FSS obligations, and was terminated from the FSS program) [Notice PIH 93-24, B-14].

PHA Policy

~~The PHA will not refuse to select a family for participation in the FSS program a second time if that family previously participated and did not complete. The PHA will not select~~

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~~a family for participation in the FSS program a second time if that family previously participated and did not complete. As always, reasonable accommodation will be considered for an exemption.~~

▲ The PHA will enroll a family for participation in the FSS program a second time if that family previously participated, completed the COP, and received a final distribution of their escrow account if their employment skills or wages are below the level needed to achieve economic self-sufficiency (a wage that pays for basic needs without the use of subsidies).

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4-II.D. SELECTION OF HEAD OF HOUSEHOLD

Each eligible family that is selected to participate in an FSS program must enter a contract of participation with the PHA. There will be no more than one contract at any time for each family. There may be an ITSP for as many members of the family who wish to participate. The contract shall be signed by a representative of the PHA and the head of FSS family, as designated by the family. This head of FSS family does not have to be the same as the official head of household for rental assistance purposes [24 CFR 984.303(a)].

PHA Policy

The PHA will meet with the family and detail the obligations, rights, and privileges that pertain to the FSS head of household and require each adult family member to certify their agreement as to their designated head of the FSS family. These certifications will be a permanent part of the FSS family's record and will be updated with each change of head of household.

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PART III: ACTIVITIES AND SUPPORT SERVICES

4-III.A. OVERVIEW

Once families are admitted to the FSS program, the PHA becomes responsible for making sure these families are adequately served. The purpose of the family self-sufficiency (FSS) program is to promote the development of local strategies to coordinate the use of Section 8 and public housing assistance programs with public and private resources, to enable families eligible to receive assistance under these programs to achieve economic independence and self-sufficiency. As such, upon selection, families are matched with the appropriate activities and supportive services so that they may obtain the education, employment, and business and social skills necessary to achieve self-sufficiency. This is a vital element of the FSS program. The PHA must make a good faith effort to replace the obtained services from another agency.

4-III.B. METHOD OF IDENTIFYING FAMILY SUPPORT NEEDS

[24 CFR 984.201(d)(8)]

Before a PHA can determine the services and activities it will provide to FSS families, it must identify the services and activities appropriate to each family. The action plan must contain a description of how the program will identify the needs of FSS families and deliver the services and activities according to these needs.

PHA Policy

Supportive services needs will be identified by completion of an informal needs assessment with the FSS coordinator or case manager or coach before completion of the initial individual training and services plan and signing of the contract of participation. After enrollment in the PHA's FSS program, a formal needs assessment, including vocational assessment and counseling, educational assessment and counseling, and employment planning, is conducted by the following partners on the PCC: ~~insert all that apply:~~

~~Adult basic education~~ HACC

Community college

~~WTW agencies~~ Non-Profits

~~WIA One Stop Center~~ WorkForce/WorkSource

TANF

These results are used to modify the ITSP, in mutual agreement with the family.

4-III.C. FSS ACTIVITIES AND SUPPORT SERVICES DESCRIPTION
[24 CFR 984.201(d)(7)]

As part of the required contents of the action plan, PHAs must both describe the activities and supportive services to be provided by public and private resources to FSS families and identify the public and private resources that are expected to provide the supportive services.

Of course, this task assumes that the PHA has first identified the needed activities and supportive services.

PHA Policy

The PHA's FSS program, through its partners on the program coordinating committee, will provide the following activities and support services to FSS families:

Support Service General	Support Service Specific	Source/Partner
Assessment	Vocational Assessment Educational Assessment Vocational Planning Educational Planning Disability Assessment Disability Vocational Assessment/Planning Disability Educational Assessment/Planning Drug/Alcohol Assessment Drug/Alcohol Planning	Adult Basic Education Career Center <u>HACC</u> Community College Community Based Organizations <u>GED</u> Career Center <u>WorkForce/WorkSource</u> Community College <u>TANF</u> Vocational Rehabilitation Health Department Career Center Community-based Organizations <u>Non-Profits</u>
Education	High School English as a Second Language GED Post-secondary College	High School Adult Basic Education Community College University <u>HACC</u> Community College GED WorkForce/WorkSource TANF Non-Profits

Support Service General	Support Service Specific	Source/Partner
Training	Skills Training Emerging Technologies Training Biomedical Training On-the-Job Training Functional Context Training	<u>HACC</u> <u>Community College</u> <u>GED</u> <u>WorkForce/WorkSource</u> <u>TANF</u> <u>Non-Profits</u> Adult Basic Education <u>Community College</u> <u>University</u> Community-based Organizations Workforce Innovation/American Job Centers
Job Search Assistance	Resume Preparation Interviewing Skills Dress for Success Workplace Skills Job Development Job Placement	<u>HACC</u> <u>Community College</u> <u>GED</u> <u>WorkForce/WorkSource</u> <u>TANF</u> <u>Non-Profits</u> Adult Basic Education <u>Community College</u> <u>University</u> Community-based Organizations Workforce Innovation/American Job Centers
Transportation	Bus Train/Trolley	Metropolitan Transit
Health Care	Alcohol and Drug Prevention Alcohol and Drug Treatment	HMO Health Department Community Clinic General Hospital <u>Clackamas</u> <u>County Social Services</u>

Support Service General	Support Service Specific	Source/Partner
Child Care	Infant Care Toddler Care Preschool Care Afterschool Care Homework Assistance	HACC Community College GED WorkForce/WorkSource TANF Non-Profits Child Care Resource Parks and Recreation
Financial Literacy	Financial Education Financial Coaching Debt Resolution Credit Repair	Adult Basic Education Community College University Community-based Organizations Classes sponsored through IDAs Non-Profits Community-Based Organizations
Legal Services	Representation Document Review Counsel or Advice	ACLU Legal Aid Clackamas County Renters Rights and Resources Legal Aid
Child/Adult Protective Services	Needs Assessment Case Planning Information Referral Crisis Management	Clackamas County Social Services – Senior, Disabled Adult Abuse Hotline Child Abuse Hotline Senior Services Adult Services In-home Support Services Adult Abuse Hotline Child Abuse Hotline Foster Care Adoption Services

Support Service General	Support Service Specific	Source/Partner
Crisis Services	Crisis Assessment Crisis Intervention Crisis Management Crisis Resolution	Crisis Team Senior Crisis Team Poison Center Domestic Violence Shelter <u>Clackamas County Social Services</u> <u>A Safe Place</u>
Mentoring	Mentoring Match	HACC Community College GED WorkForce/WorkSource TANF Non-Profits Adult Basic Education Community College Workforce Investment Act Youth Programs Community-based Organizations
Micro and Small Business Development	Training Planning Technical Assistance Mentoring	Microbusiness Assistance Program Small Business Administration Business Incubator
Homeownership	Training Planning Debt Resolution	<u>Clackamas County First time Homebuyers</u> <u>Classes sponsored through IDAs</u> Non-Profits <u>Public Housing Authority</u> Housing Counseling Organization Community-based Organizations

Support Service General	Support Service Specific	Source/Partner
Individual Development Accounts	Match Savings Accounts Distribution of IDA Funds	Public Housing Authority TANF Office of Community Services in DHHS Office of Refugee Resettlement Beginner Farmers and Ranchers Community-based Organizations <u>HACC</u> <u>Non-Profits</u> <u>Community-Based Organizations</u>

4-III.D. CERTIFICATION OF COORDINATION [24 CFR 984.201(D)(12)]

The FSS action plan is required to contain a certification that the development of the activities and services under the FSS program has been coordinated with the JOBS program (now Welfare to Work under TANF), the programs under title I of the Workforce Innovation and Opportunity Act., and any other relevant employment, child care, transportation, training, and education programs in the applicable area. The implementation of the FSS program's activities and services must continue to be coordinated as such to avoid duplication of activities and services.

PHA Policy

The PHA certifies that its FSS program has developed its services and activities in coordination with programs under Title I of the Workforce Innovation and Opportunity Act, Workforce Investment Board and American Job Centers (also known as Workforce Centers or One Stop Career Centers), and any other relevant employment, child care, transportation, training, and education programs in the applicable area. The implementation of these activities and services will continue to be coordinated in this manner to avoid duplication of activities and services.

