

## I. GENERAL INFORMATION

### New Community Service Requirements

#### A. Background

The Quality Housing and Work Responsibility Act of 1998 (QHWRA) was signed into law by President Clinton on October 21, 1998. This Act is sometimes called the public housing reform act and the final rules required by QHWRA were published in the Federal Register on March 29, 2000. 24 CFR-Subpart F, 960.00 lists the statutory requirements, which must be incorporated by local PHA/PHC, etc into policy to meet, community Service/Self-Sufficiency work activities.

#### B. What is Community Service?

Community Service is defined as the performance of *voluntary* work, or duties that are a public benefit and serve to improve the quality of life, to enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community Service is not employment and may not include political activities.

#### C. Who must comply?

The final rule requires all adult family members who do not qualify for a statutory exemption.

#### D. Who is exempt?

An exempt person is an adult family member who:

- (1) Is 62 years of age or older;
- (2) Is blind or disabled as defined under the current Social Security Act. Existing documentation will be acceptable as evidence of a disability and disabled persons will be permitted to **self-certify** as to whether they **cannot perform community service or self-sufficiency service provisions**; or is a primary care giver to such above defined individual;
- (3) Is engaged in work activities;
- (4) Meets the requirements for being exempted under a State program funded under part A of the title IV of the social Security Act (42 U.S.C. 601) or any other State administered welfare program of the State in which the PHA is located, including a welfare-to-work program.

- (5) Is a family member receiving assistance, benefits or services under a state program funded under part A of title IV of the Social Security Act (42 USC 601 et seq.) or under any other welfare program of the State in which the Housing Authority is located.
- (6) Provides childcare services to an individual who is participating in a community service program.

**E. What is the Annual Obligation?**

Each adult family member who is not exempt must:

- (1) Contribute **8 hours per month (96 hours per year)** of Community Service, or
- (2) Participate in an economic self-sufficiency program for the same hours per year; or
- (3) Perform a *combination* of the activities in (1) and (2) for the same number of hours required above: *8/month-96/year*.

**F. What happens when someone does not comply?**

The lease specifies that it shall be renewed automatically for all purposes, unless the family fails to comply with the community service requirement. Violation of the service requirement is grounds for non-renewal of the lease at the end of the 12-month lease term, but not for the termination of tenancy during the course of the 12-month lease term prior to the recertification process.

In addition, each family member who fails to complete its entire obligation shall be given the opportunity to develop a plan with PHA approval to perform these non-compliant hours in addition to their regularly obligated 96 hours in the second year of residency. At the end of the second year if all outstanding obligated hours of community service/self-sufficiency are not met the PHA may commence eviction proceedings.

**G. When does the Community Service Requirements start?**

All PHAs and residents must comply with the requirements of subpart F beginning with a PHAs fiscal year that begin on or after October 1, 2000.

**H. How does the PHA administer its program?**

The PHA may administer qualifying community service or economic self-sufficiency activities directly through its own staff or through a third party community entity that has an agreement with the PHA.

## II. PROGRAM ADMINISTRATION

The Moultrie Housing Authority's policy is designed to identify which adult family members are subject to or exempt from the service requirements; to explain how the PHA will administer its program; to identify PHA and/or third part certification opportunities available to eligible adult family members; and to assure resident compliance with identified work activities with fair and equitable actions.

### A. PHA Responsibilities

#### (1) Eligibility Determination

The PHA will review every existing resident file to determine each Adult member's status regarding community service per the following guidelines.

a. An exempt person is an adult family member who:

1. Is 62 years of age or older;
2. Is blind or disabled as defined under the current Social Security Act. Existing documentation will be acceptable as evidence of a disability and disabled persons will be permitted to self-certify as to whether they cannot perform community service or self-sufficiency service provisions; or is a primary care giver to such above defined individual;
3. Is engaged in work activities;
4. Meets the requirements for being exempted under a State program funded under part A of the title IF|V of the social Security Act (42 U.S.C. 601) or any other State administered welfare program of the State in which the PHA is located including a welfare-to-work program.
5. Is a family member receiving assistance, benefits or service under a state program funded under part A of title IV of Social Security Act (42 U.S.C. 601 et seq.) or under any other welfare program of the State in which the Housing Authority is located.
6. Provides childcare services to an individual who is participating in a community service program.

- b. As family status is determined a registered letter or other certifiable document of receipt will be sent to each adult member of that family to notify them of their status (exempt or non-exempt) and explaining the steps they should immediately proceed with through their housing representative.
- c. The PHA will include a copy of the general information section of its community Service Policy and a listing of PHA and/or third party work activities that are eligible for certification of the community service requirement.
- d. At the scheduled meeting with each non-exempt adult family member, not only will the parameters of the community service requirement be reviewed but also the PHA and/or third party work activities will be identified and selected for compliance with the annual obligation for certification at their annual lease renewal date.

(2) Work Activity Opportunities

The Moultrie Housing Authority has elected to provide to those adult family members that must perform community service activities the opportunity to select either PHA sanctioned work activities or Third Party certifiable work items. The administration of the certification process would be:

a. PHA Provided Activities.

When qualifying activities are provided by the Authority directly, designated Authority employee(s) shall provide signed certification that the family member has performed the proper number of hours for the selected service activities.

b. Third Party Certification

When qualifying activities are administered by any organization other than PHA, the family member must provide signed certification (see IIIA (c)) to the Authority by such third party organization that said family member has performed appropriate service activities for the required hours.

c. Verification of Compliance.

The Authority is required to review family compliance with service requirement, and must verify such compliance annually at least thirty (30) days before the end of the twelve (12) month lease term (annual re-certification time). Evidence of service

performance and/or exemption must be maintained in the participant files.

d. Notice of Noncompliance.

If the authority determines that, a family member who is subject to fulfilling a service requirement, but who has violated the family's obligation (a noncompliant resident) the authority must notify the specific family member of this determination.

The Notice of Noncompliance must:

1. Briefly, describe the noncompliance (inadequate number of hours).
2. State that the Authority will not renew that lease at the end of the twelve (12) month lease term unless:

The resident or any other noncompliant adult family member enters into a written agreement with the Authority to cure the noncompliance and in fact perform to the letter of agreement.

-Or-

The family provides written assurance satisfactory, to the PHA that the resident or other noncompliant adult family member no longer resides in the unit.

This Notice of Noncompliance must also state that the resident may request a grievance hearing and that the resident may exercise any available judicial remedy to seek timely redress for the Authority's non-renewal of the lease because of a noncompliance determination.

e. Resident agreement to comply with the service requirement.

The written agreement entered into with the Authority to cure the service requirement noncompliance by the resident and any other adult family member must:

1. Agree to complete additional service hours needed to make up the total number of ours required over the twelve (12) month term of the new lease.

2. State that all other members of the family subject to the service requirement are in current compliance with the service requirement or are no longer residing in the unit.

f. The Moultrie Housing Authority has developed the following list of Agency certifiable and/or third party work activities of which each non-exempt adult family member can select to perform their individual service requirement.

The authority has identified the following PHA certifiable activities, which are available to meet the requirements:

- Neighborhood Watch
- Daily Phone Monitor for elderly
- Daily Phone Monitor for disabled
- Playground Monitor
- Or other certifiable activities

The following third party entities have entered into agreement with the Authority to provide activities available to satisfy the Community Service activities:

**Religious Organizations**

- Name
- Address
- Phone Number
- Contact person

**Qualified activities**

- Phone bank
- Out reach
- Food service (soup kitchen)
- Or other certifiable activities

**Schools**

- Name
- Address
- Phone Number
- Contact person

**Qualified activities**

- PTA Volunteer
- Library Aide
- Hall Monitor
- Playground,
- Or other certifiable activities

**Hospitals**

- Name
- Address
- Phone Number
- Contact person

**Qualified activities**

- Reception
- Candy Striper
- or other certifiable activities