

Cheyenne Housing Authority

Community Service and Self-Sufficiency Requirement (CSSR) Procedure, ACOP Reference Forms for Implementation

CSSR-1: Procedure

1. Tenant(s) will be provided a copy of the "Community Service" Policy from the CHA ACOP at lease signing. The Community Service requirements will be reviewed and all adult household members will need to sign an *Entrance Acknowledgement* and an *Exemption Certification* if applicable.
2. At every reexamination, all adult household members will need to sign the *Annual Renewal* and an updated *Exemption Certification* if applicable. Household members who are not exempt will be required to verify they completed the required number of community service hours by providing the *Verification Form*.
3. If it is determined during the annual reexamination process a household member who is not exempt has not completed the required number of Community Service hours, a *Notice of Noncompliance* letter will be sent along with a *Workout Agreement*.
4. If the household member does not return the *Workout Agreement* within ten days of the date of *Notice of Noncompliance* letter, a 30-day notice will be sent to the tenant indicating the lease will not be renewed as of the reexamination date.

CSSR-2: ACOP Reference -Community Service

Part I = Community Service Requirements (Chpt-11)

- HUD Regulations Overview
- Requirements
- Determination of Exemption Status and Compliance
- Documentation and Verification
- Non-Compliance
- Mandatory Termination
- Community Service and Self Sufficiency Policy

CSSR- 3: Entrance Acknowledgement

CSSR- 4: Exemption Certification

CSSR- 5: Annual Renewal

CSSR- 6: Log and Verification Form

CSSR -7: Notice of Non-compliance

CSSR- 8: Workout Agreement



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Cheyenne Housing Authority

HUD REGULATIONS:

Federal regulations require that in order to be eligible for continued occupancy, each adult family member must either (1) contribute eight hours per month of community service (not including political activities) within the community in which the public housing development is located, or (2) participate in an economic self-sufficiency program unless they are exempt from this requirement.

Community service is the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities [24 CFR 960.601(b)].

REQUIREMENTS:

Each adult resident of the PHA, who is not exempt, must [24 CFR 960.603(a)]:

- Contribute a minimum of 8 hours per month of community service; or
- Participate in an economic self-sufficiency program (as defined in the regulations) for 8 hours per month; or
- Perform a minimum of 8 hours per month of combined activities (community service and economic self sufficiency programs).
- The required community service or self-sufficiency activity may be completed with a minimum of 8 hours each month or may be aggregated across a year. Any blocking of hours is acceptable as long as 96 hours are completed by each annual certification of compliance [Notice PIH 2015-12].

CHA will accept the following activities as eligible community service: volunteer work at profit-motivated entities, in homes or offices of general private citizens, and court ordered or probation-based work.

Exempt Adult

An adult member of the family who meets any of the following criteria:

- Is 62 years of age or older
- Is blind or a person with disabilities (as defined under section 216(i)(1) or 1614 of the Social Security Act), and who certifies that because of this disability he or she is unable to comply with the service provisions, or is the primary caretaker of such an individual
- Is engaged in *work activities*
- Is able to meet requirements under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which the PHA is located, including a state-administered welfare-to-work program; or
- Is a member of a family receiving assistance, benefits, or services under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which the PHA is located, including a state-administered welfare-to-work program and the supplemental nutrition assistance program (SNAP), and has not been found by the state or other administering entity to be in noncompliance with such program



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Notification Requirements

The CHA will provide the family with a copy of the Community Service Policy found in Exhibit 11-1 of this chapter, at lease-up, lease renewal, and at any time upon the family's request. The policy will notify the family that self-certification forms are subject to review by the CHA.

On an annual basis, at the time of lease renewal, the CHA will notify the family in writing of the family members who are subject to the community service requirement and the family members who are exempt.

DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE

At every reexamination, the CHA will review and verify the exemption status of all adult family members. This verification will only be done on an annual basis unless the family reports a change or the CHA has reason to believe that an individual's exemption status has changed. For individuals who are exempt because they are 62 years of age and older, verification of exemption status will be done only at the initial examination.

At the time of reexamination, the CHA will provide written notice requiring the family to submit documentation that all subject family members have complied with the service requirement.

If the family fails to submit the required documentation within the required timeframe, the subject family members will be considered noncompliant with community service requirements, and notices of noncompliance will be issued.

Change in Status Between Annual Determinations

Exempt to Nonexempt Status

If an exempt individual becomes nonexempt during the twelve-month lease term, it is the family's responsibility to report this change to the CHA within 10 business days.

Within 10 business days of a family reporting such a change, or the CHA determining such a change is necessary, the CHA will provide written notice of the effective date of the requirement. The effective date of the community service requirement will be the first of the month following 30-day notice.

Example 1: Alberto Jones turns 18 on 5/10/15 and is not exempt from the community service requirement. His community service requirement begins on 6/1/15, and his initial compliance is reviewed before the end of the lease term (anniversary date), which is 11/30/15.

- Alberto must perform 6 months of community service in his initial compliance period, before the end of the lease term (anniversary date).



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Example 2: Lisa Dewhurst leaves her job on 9/20/14 and is not exempt from the community service requirement. Her community service requirement begins on 10/1/14, and her initial compliance is reviewed before the end of the lease term (anniversary date), which is 6/30/15.

- Ms. Dewhurst must perform 9 months of community service in her initial compliance period, before the end of the lease term (anniversary date).

Nonexempt to Exempt Status

If a nonexempt person becomes exempt during the twelve-month lease term, it is the family's responsibility to report this change to the CHA within 10 business days. Any claim of exemption will be verified by the CHA in accordance with the policy at 11-I.D., Documentation and Verification of Exemption Status.

Within 10 business days of a family reporting such a change, or the CHA determining such a change is necessary, the CHA will notify the family that the family member is no longer subject to the community service requirement, if the CHA is able to verify the exemption. The exemption will be effective immediately.

DOCUMENTATION AND VERIFICATION

CHA will keep a copy of the Community Service Exemption Certification form

Each individual who is subject to the community service requirement will be required to record their community service or self-sufficiency activities and the number of hours contributed on the required form. The certification form will also include places for signatures and phone numbers of supervisors, instructors, and counselors certifying to the number of hours contributed.

Families will be required to submit the documentation to the CHA, upon request by the CHA, at least annually. If the CHA has reasonable cause to believe that the certification provided by the family is false or fraudulent, the CHA has the right to require additional third-party verification.

NONCOMPLIANCE

The lease specifies that it is renewed automatically for all purposes, unless the family fails to comply with the community service requirement. Violation of the service requirement is grounds for nonrenewal of the lease at the end of the twelve-month lease term, but not for termination of tenancy during the course of the twelve-month lease term [24 CFR 960.603(b)].

Should a family member refuse to sign a written cure agreement, or fail to comply with the terms of the cure agreement, PHAs are required to initiate termination of tenancy proceedings at the end of the current 12-month lease (see 24 CFR 966.53(c)) for failure to comply with lease requirements.

MANDATORY TERMINATION

The PHA is prohibited from renewing the lease at the end of the 12-month lease term when the family fails to comply with the community service requirements as described in Chapter 11.



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EXHIBIT 11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY

A. Background

The Quality Housing and Work Responsibility Act of 1998 requires that all nonexempt (see definitions) public housing adult residents (18 or older) contribute eight (8) hours per month of community service (volunteer work) or participate in eight (8) hours of training, counseling, classes or other activities that help an individual toward self-sufficiency and economic independence. This is a requirement of the public housing lease.

B. Definitions

Community Service – community service activities include, but are not limited to, work at:

- Local public or nonprofit institutions such as schools, head start programs, before or after school programs, child care centers, hospitals, clinics, hospices, nursing homes, recreation centers, senior centers, adult day care programs, homeless shelters, feeding programs, food banks (distributing either donated or commodity foods), or clothes closets (distributing donated clothing)
- Nonprofit organizations serving PHA residents or their children such as: Boy or Girl Scouts, Boys or Girls Club, 4-H clubs, Police Assistance League (PAL), organized children's recreation, mentoring or education programs, Big Brothers or Big Sisters, garden centers, community clean-up programs, beautification programs
- Programs funded under the Older Americans Act, such as Green Thumb, Service Corps of Retired Executives, senior meals programs, senior centers, Meals on Wheels
- Public or nonprofit organizations dedicated to seniors, youth, children, residents, citizens, special-needs populations or with missions to enhance the environment, historic resources, cultural identities, neighborhoods, or performing arts
- PHA housing to improve grounds or provide gardens (so long as such work does not alter the PHA's insurance coverage); or work through resident organizations to help other residents with problems, including serving on the Resident Advisory Board
- Care for the children of other residents so parent may volunteer

Note: Political activity is excluded.

Self-Sufficiency Activities – self-sufficiency activities include, but are not limited to:

- Job readiness or job training
- Training programs through local one-stop career centers, workforce investment boards (local entities administered through the U.S. Department of Labor), or other training providers
- Employment counseling, work placement, or basic skills training
- Education, including higher education (junior college or college), or reading, financial, or computer literacy classes
- Apprenticeships (formal or informal)

- English proficiency or English as a second language classes
- Budgeting and credit counseling
- Any other program necessary to ready a participant to work (such as substance abuse or mental health counseling)

Exempt Adult – an adult member of the family who meets any of the following criteria:

- Is 62 years of age or older
- Is blind or a person with disabilities (as defined under section 216[i][I] or 1614 of the Social Security Act), and who certifies that because of this disability he or she is unable to comply with the service provisions, or is the primary caretaker of such an individual
- Is engaged in *work activities*
- Is able to meet requirements under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which the PHA is located, including a state-administered welfare-to-work program; or
- Is a member of a family receiving assistance, benefits, or services under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which the PHA is located, including a state-administered welfare-to-work program and the supplemental nutrition assistance program (SNAP), and has not been found by the state or other administering entity to be in noncompliance with such program

PHAs can use reasonable guidelines in clarifying the work activities in coordination with TANF, as appropriate.

Work Activities – as it relates to an exemption from the community service requirement, *work activities* means:

- Unsubsidized employment
- Subsidized private sector employment
- Subsidized public sector employment
- Work experience (including work associated with the refurbishing of publicly assisted housing) if sufficient private sector employment is not available
- On-the-job training
- Job search and job readiness assistance
- Community service programs
- Vocational educational training (not to exceed 12 months with respect to any individual)
- Job skills training directly related to employment
- Education directly related to employment, in the case of a recipient who has not received a high school diploma or a certificate of high school equivalency
- Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate
- Provision of child care services to an individual who is participating in a community service program

C. Requirements of the Program

1. The eight (8) hours per month may be either volunteer work or self-sufficiency program activity, or a combination of the two.
2. At least eight (8) hours of activity must be performed each month, or may be aggregated across a year. Any blocking of hours is acceptable as long as long as 96 hours is completed by each annual certification of compliance.
3. Family obligation:
 - At least execution, all adult members (18 or older) of a public housing resident family must:
 - Sign a certification that they have received and read this policy and understand that if they are not exempt, failure to comply with the community service requirement will result in a nonrenewal of their lease; and
 - Declare if they are exempt. If exempt, they must complete the Exemption Form and provide documentation of the exemption.
 - Upon written notice from the PHA, nonexempt family members must present complete documentation of activities performed during the applicable lease term. This documentation will include places for signatures of supervisors, instructors, or counselors, certifying the number of hours.
 - If a family member is found to be noncompliant at the end of the 12-month lease term, he or she, and the head of household, will be required to sign an agreement with the housing authority to make up the deficient hours over the next twelve (12) month period, or the lease will be terminated.
 - At annual reexamination, the family must also sign a certification certifying that they understand the community service requirement.
4. Change in exempt status:
 - If, during the twelve (12) month lease period, a nonexempt person becomes exempt, it is his or her responsibility to report this to the PHA and provide documentation of exempt status.
 - If, during the twelve (12) month lease period, an exempt person becomes nonexempt, it is his or her responsibility to report this to the PHA. Upon receipt of this information the PHA will provide the person with the appropriate documentation form(s) and a list of agencies in the community that provide volunteer and/or training opportunities.

D. Authority Obligation

1. To the greatest extent possible and practicable, the PHA will:
 - Provide names and contacts at agencies that can provide opportunities for residents, including residents with disabilities, to fulfill their community service obligations.
 - Provide in-house opportunities for volunteer work or self-sufficiency activities.
2. The PHA will provide the family with a copy of this policy, and all applicable exemption verification forms and community service documentation forms, at lease-up, lease renewal, when a family member becomes subject to the community service requirement during the lease term, and at any time upon the family's request.
3. Although exempt family members will be required to submit documentation to support their exemption, the PHA will verify the exemption status in accordance with its verification policies. The PHA will make the final determination as to whether or not a family member is exempt from the community service requirement. Residents may use the PHA's grievance procedure if they disagree with the PHA's determination.
4. Noncompliance of family member:
 - At least thirty (30) days prior to the end of the 12-month lease term, the PHA will begin reviewing the exempt or nonexempt status and compliance of family members.
 - If, at the end of the initial 12-month lease term under which a family member is subject to the community service requirement, the PHA finds the family member to be noncompliant, the PHA will not renew the lease unless:
 - The head of household and any other noncompliant resident enter into a written cure agreement with the PHA 15 calendar days from the date of the notice of noncompliance, to make up the deficient hours over the next twelve (12) month period; or
 - The family provides written documentation satisfactory to the PHA that the noncompliant family member no longer resides in the unit.
 - If, at the end of the next 12-month lease term, the family member is still not compliant, a 30-day notice to terminate the lease will be issued and the entire family will have to vacate, unless the family provides written documentation satisfactory to the PHA that the noncompliant family member no longer resides in the unit 15 days from termination notice.
 - The family may use the PHA's grievance procedure to dispute the lease termination.

All adult family members must sign and date below, certifying that they have read and received a copy of this Community Service and Self-Sufficiency Policy.

Resident

Date

Resident

Date

Resident

Date

Resident

Date

Cheyenne Housing Authority

Community Service and Self-Sufficiency Requirement Certification Entrance Acknowledgement CSSR 3

For Non-Exempt Individuals

Date: _____

Participant Name: _____

I have received and read the Community Service and Self-Sufficiency Requirement (CSSR). I understand that as a resident of Public Housing, I am required by law to contribute 8 hours per month (96 hours over the course of every 12-month period) of community service or participate in an economic self-sufficiency program. I further understand that if I do not qualify for one of the exemptions listed on the community service exemption form, failure to comply with CSSR is grounds for lease non-renewal. My signature below certifies that I received notice of this requirement at the time of initial program participation.

Signature: _____

Date of Signature: _____



Cheyenne Housing Authority

Community Service Exemption Certification CSSR 4

I certify that I am eligible for an exemption from the Community Service requirement for the following reason:

- () I am 62 or older;
- () I am a person who is blind or who is disabled and I certify that based on this disability, I cannot comply with the requirements or I am a primary caretaker of such individual;
(Disability must be or have been verified)
- () I am working 30 hours or more per week;
(Employment verification will serve as documentation)
- () Exempt from Work Requirements by State Program: I am receiving TANF or benefits from another state welfare program and am exempt from related work requirements.
(Must provide verification letter from agency)
- () I am a member of a family receiving assistance, benefits or services under TANF or any other State welfare program and have not been found to be in noncompliance with such program.
(Must provide verification from the funding agency that you are complying with job training or work requirements)
- () I am a full time student;
(Must provide verification of school schedule.)
- () Other;
Please explain: _____

Resident

Date



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Community Service and Self-Sufficiency Requirement Certification

Annual Renewal

CSSR 5

For Non-Exempt Individuals

Date: _____

Participant Name: _____

I understand that as a Resident of Public Housing I am required by law to contribute 8 hours per month (96 hours over the course of every 12-month period) of community service or participate in an economic self-sufficiency program. I have received and read the Community Services and Self Sufficiency Requirement Policy. I further understand that if I am not exempt, failure to comply with CSSR is grounds for lease nonrenewal.

Signature: _____

Date of Signature: _____



Cheyenne Housing Authority

Community Service Log and Verification CSSR 6

Participant Name: _____ Head of Household Name: _____
Last 4 of SS#: _____

Month & Year	# of Hours Completed	Name of Organization	Organization Contact Name	Contact Name Phone #	Signature of Contact Verifying Hours Served

The undersigned hereby represents that all of the information provided is true and complete and authorize the Cheyenne Housing Authority to obtain information from any source to verify information provided.

Participant Signature and Date: _____

FOR OFFICE USE ONLY:
Verified by CHA
Staff: _____ Date: _____



Cheyenne Housing Authority

COMMUNITY SERVICE NOTICE OF NONCOMPLIANCE CSSR 7

Date:
Name of Head of Household:
Address:

According to CHA records, it has been determined that one or more residents in your household are required to perform community service and have not done so.

Household Member Name: _____

Total number of Community Service Hours Required as of this date: _____

Failure to complete the community service requirement is a violation of the Dwelling Lease, CHA Policies and federal regulations.

You have the opportunity to enter into an agreement with the CHA to make up for the missed hours in the next 12-month period. Note that the community service hours worked to make up for missed hours would be in addition to the community service hours required for the current year. Attached is a Community Service Work-out Agreement. Failure to enter into an agreement will be a basis for nonrenewal of the lease. Please return the Community Service Work-out Agreement within ten (10) calendar days from the date of this letter or no later than _____.

This determination is subject to the grievance procedure. You have a right to request an informal review to dispute this matter with ten (10) calendar days from the date of this letter or no later than _____. Your informal request must be submitted to the CHA in writing and the written request must specify:

1. the reasons you request an informal review, and
2. the action or relief you seek

You have the opportunity to examine, before the Informal Review, any CHA documents, including records and regulations directly relevant to the review. There is a charge for copies of any CHA documents.

If you have any questions or concerns, please contact the CHA office at (307) 633-8333

Sincerely,



Cheyenne Housing Authority

COMMUNITY SERVICE/SELF-SUFFICIENCY REQUIREMENT WORKOUT AGREEMENT CSSR 8

A Compliance Agreement must be executed by each non-compliant household member at least 30 days prior to annual recertification effective date. Each agreement must be signed by the Head of Household, the non-compliant household member and the CHA designee.

In accordance with the provisions of the CHA's Community Service/Self-Sufficiency policy:

I/We agree to complete all deficient community service hours. The number of deficient service hours for the review year, _____ will be completed by _____.

I/We further assure that all members of the family who are subject to the service requirement are currently complying with the service requirement.

I/We understand that the CHA will issue a 30-day notice of lease termination if the service hour requirements of the lease are not brought into compliance by _____. I/We understand what types of volunteer work qualify as community service and what types of programs qualify for self-sufficiency participation.

The non-compliant member of the household, _____, is no longer living in the unit and will duly be removed from the lease. I/We understand that a member of the household who is removed from the lease after failure to fulfill his/her community service/self-sufficiency requirements may not be added back to the lease in the future.

Signature Head of Household

Date

Signature Other Adult Household Member

Date

Signature Authorized CHA Representative

Date

