

FAMILY SELF-SUFFICIENCY (FSS) PROGRAM ACTION PLAN (revised January 2009)

The Housing Authority of the County of Salt Lake (HACSL) was established in 1970 by a group of citizens concerned with the housing needs of moderate and low-income families. HACSL began its Family Self-Sufficiency (FSS) program in 1993. The FSS Program Coordinating Committee (PCC) was formed in accordance with HUD guidelines in an effort to coordinate services with public and private agencies. The goal of the FSS Action Plan is to reflect services and outline procedures of the FSS program.

MISSION STATEMENT

HACSL's mission is to provide and develop quality affordable housing opportunities for individuals and families while promoting self-sufficiency, empowerment and neighborhood revitalization. The FSS program is operated through HACSL's Resident Services Department.

DEMOGRAPHICS

The FSS program provides services to eligible families who are currently receiving housing assistance through HACSL's Section 8 and Public Housing programs, as per HUD guidelines. The following demographics were calculated based on the current families on the FSS program:¹

Racial/Ethnic Codes

	Non-Hispanic	Hispanic
Caucasian:	71.6%	17.4%
Black or African-American:	8.4%	0.0%
Native American or Alaskan Native:	2.1%	0.0%
Asian:	0.0%	0.0%
Native Hawaiian or Pacific Islander:	0.0%	0.0%

Number of Dependent Children:

Head of Household:

¹ Although demographics fluctuate with enrollment, no major changes are projected in the near future

0 children: 4.9%
1 child: 28.7%
2 children: 30.8%
3 children: 23.8%
4 children: 7.0%
5 or more children: 4.9%

Single Head of Household: 87.4%
Joint Head of Household: 12.6%

Employment Statistics:

Participants Employed: 63.6%

Average Annual Income: \$17,155

FSS PROGRAM COORDINATING COMMITTEE (PCC)

The PCC assists in securing commitments of public and private resources for the operation of the FSS program. It is also responsible for assisting with the development and implementation of the program. The PCC meets quarterly and may conduct business on an as-needed basis via email or telephone conferences.

Membership in the PCC will be drawn from a variety of agencies and individuals, which includes but is not limited to:

- Human service agencies
- State/City/County government
- Community colleges
- Financial institutions
- Private business sector
- Job training services
- Department of Workforce Services
- Nonprofit service providers
- A Section 8 resident
- A Public Housing resident
- HACSL staff members

FSS FAMILY SELECTION PROCEDURES

It is the policy of HACSL to comply with all Federal, state, and local nondiscrimination laws; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity. No person shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under the FSS program on the ground of race, color, sex, religion, national or ethnic origin, familial status, source of income, or disability. In addition, HACSL's FSS staff will, upon request, provide reasonable accommodation to persons with disabilities to ensure they are able to take advantage of the services provided by the FSS program (see Requests for Reasonable Accommodations below).

The FSS staff has the primary responsibility to make sure that participants are not discriminated against in the selection process. For families or individuals whose potential enrollment is in question, the FSS staff will review the file in staff meeting to ensure that non-selection is not based on discriminatory factors before the final decision is made. Applicants will be notified in writing of the reason(s) that they were not selected for participation and will have the opportunity to appeal the decision (see section on Hearing Procedures).

At all times, HACSL will select families for participation in the FSS program in accordance with HUD guidelines. As per HUD guidelines, HACSL's FSS program may exercise its right to give preference on the FSS waiting list for up to 50 FSS slots to applicants/participants who are in a related service program. This preference will extend to FSS participants from other housing authorities who are porting to HACSL, at HACSL's discretion. At all times, families who enter the selection process must be active recipients of designated HACSL housing assistance programs (i.e. the Section 8 or Public Housing program).

HACSL clients who express an interest in the FSS program may be screened before being enrolled in the program within the following HUD allowable guideline: mandatory participation in an FSS program orientation on either a group or individual basis. The orientation will include a review of participant expectations, the services offered, and the requirements to complete the FSS program. Those interested clients who have successfully completed the program orientation and express further interest in enrollment will be chosen for participation based on the following factors:

- Preference given to participants who are currently on the FSS program and are transferring from the Public Housing program to the Section 8 program.
- Preference given to participants of related service programs as described above.
- Preference given to FSS participants porting to HACSL from another housing authority.
- Preference given to FSS participants who have previously participated on the FSS program without successful completion.
- First come, first served.
- Preference given to FSS participants who have previously participated on the FSS program and successfully completed with an escrow.

Referrals for the FSS program may be accepted from, but are not limited to, any of the following: HACSL housing specialists, program case managers, technicians, managers, other housing authorities, educational institutions, vocational rehabilitation agencies, homeless shelters, client advocacy/service provider agencies, current FSS participants, or self-referral. If all FSS program slots are filled, HACSL's FSS case managers will maintain a waiting list of families to be enrolled based on the above ordered criteria and families will be enrolled through attrition as slots become available.

HACSL, at its discretion, may deny participation in the FSS program to a family that previously participated and was terminated from FSS because the family did not meet their obligations according to the Contract of Participation. HACSL, at its discretion, may allow a family that previously participated in the FSS program and was terminated to sign a new Contract of Participation if the cause for termination of the original contract was due to circumstances beyond the family's control, such as a serious illness.

OUTREACH EFFORTS

Efforts will be targeted equally to minority and non-minority families to ensure that non-English and limited English speaking families receive information and have the opportunity to participate in the FSS program. Efforts will also be made to serve persons with disabilities including, but not limited to, persons with impaired vision or hearing. Publication and outreach efforts for the FSS program may include, but are not limited to, distribution of FSS program flyers to community agencies and partners (both private and public), mass mailing of program information to current HACSL residents, HACSL website, orientation presentations to incoming Section 8 and Public Housing clients, door to door recruiting for Public Housing tenants, and Public Housing tenant meetings. Interpreters will be used as needed and clients may contact staff via our TTD telephone line or by email. Outreach informational material about the FSS program may include:

- Details about program history;
- Available resources;
- Requirements for eligibility;
- Application procedures;
- Participant responsibilities; and/or
- Program benefits.

Referrals for the FSS program may be accepted as described above under the heading FSS Family Selection Procedures. Referrals will be screened for eligibility, and selection made in accordance with HUD guidelines.

INCENTIVES TO ENCOURAGE PARTICIPATION

As part of the FSS program, HACSL offers incentives to encourage participation and enhance the participant's ability to achieve self-sufficiency. HACSL will establish an FSS Escrow Account for each eligible participating family in accordance with HUD guidelines as a financial incentive for program participation. Additional incentives include, but are not limited to, enhanced opportunities for education, training and employment. FSS participants have access to financial counseling, credit repair, homeownership workshops, and available resources about the home buying process. FSS participants also have a number of personal incentives for involvement including structured goal planning, greater opportunity to increase their standard of living, an enhanced support system, increased self-esteem, etc. HACSL reserves the right to revise this plan when and if additional official incentives can be offered.

ACTIVITIES AND SUPPORTIVE SERVICES

Extensive resources are available to FSS program participants through public and private agencies. In order to protect confidentiality, participants sign a Release of Information that allows FSS staff to coordinate with these agencies for the provision of services. The following

is a list of services currently available to eligible FSS participants. We continue to include resources from many places throughout the community, which means that resources and services are in a constant state of change. This list is not intended to be exhaustive but only an overview.

- **Case Management:** Families participating in the FSS program will be in regular contact with a case manager to develop and carry out the Individual Training and Services Plan. The case manager will provide ongoing supervision of the participant's progress and act as an advocate to empower families toward self-sufficiency. In addition, the case manager will facilitate and monitor other agency involvement and track participant progress through monthly phone calls and quarterly face-to-face reviews, which includes home visits.
- **Housing:** The FSS case manager may act as a liaison between program participants and their housing specialist to ensure updates are processed in a timely manner, bring any discrepancies to resolution in a positive fashion, and find possible solutions to problems as they occur.
- **Escrow:** Deposits may be made into an escrow account on behalf of an FSS family. Amounts deposited will be calculated in accordance with Federal regulations for the FSS program (see section on FSS Escrow Account).
- The state and local offices of the **Department of Workforce Services (DWS)** currently assist HACSL's FSS participants with applications for Temporary Assistance for Needy Families (TANF), Medicaid, food stamps, childcare assistance, and funds for car repairs and other emergencies. They also offer workshops on employment, parenting, stress management, and self-esteem. DWS both makes and accepts referrals to/from HACSL's FSS program. DWS has provided on-the-job internships to FSS participants which have led to full-time employment.
- The **Office of Recovery Services** helps FSS single parents locate the absent parent, file appropriate paperwork, and collect child support payments.
- The **Office of Vocational Rehabilitation** provides vocational testing, career counseling and additional financial assistance for educational programs to persons with disabilities. This includes funds for tuition, books, supplies, transportation, and emergency expenses. Vocational Rehabilitation also provides psychological counseling, drug and alcohol rehabilitation, and special programs for the disabled. These programs both make and accept referrals to/from HACSL's FSS program.
- Many educational programs in the Salt Lake area, including the **University of Utah, Salt Lake Community College, Weber State University, Brigham Young University, Westminster College**, and the **Salt Lake-Tooele Applied Technology Center** assist HACSL tenants and refer candidates for FSS. **Southpointe High School** provides on site GED classes weekly.

Each educational program assists FSS tenants with applications for admission, applying for financial aid, deciding on a course of study, and other aspects of higher education. Many educational institutions have single parent programs or women's centers. These provide one-on-one assistance and groups for the new students where problems can be discussed and self-esteem developed.

- **AAA Fair Credit Foundation** provides financial education to families. They help with

budgets, credit reports, understanding the home buying process, and debt management. They also provide free classes on various financial topics.

- The **Utah Individual Development Account Network** gives low-income families the opportunity to have their savings matched 3:1 for the purchase of specific assets.
- The **Junior League of Salt Lake City** and the **Assistance League** provide employment appropriate clothing to those who are entering back into the workforce.
- **USU Extension Services** provides HUD approved homeownership education and financial management classes.
- **Head Start** programs are readily accessible to most FSS residents.
- The **HEAT Program** assists with payment of gas and electric bills.
- **Women, Infants, and Children (WIC)** provides vouchers for infant formula and food for low-income pregnant women and children up to five years of age. All eligible FSS tenants are referred.
- **Valley Mental Health** provides individual and group counseling for adults and their children. They also provide medication management and many other supportive services.
- **Salt Lake County Division of Substance Abuse Services** provides assessment, intake, service referrals and counseling for those with addiction problems.
- The **Family Support Center** has 24-hour emergency child care for up to 72 hours at a time. Many tenants find themselves overwhelmed with the stress of their lives and the needs of their children. This emergency service prevents child abuse, provides a safe refuge for children, and has free follow-up counseling for parents.
- **Catholic Community Services, Community Action Program, and Crossroads Urban Center** provide emergency services often needed by FSS participants. These include emergency food, monthly commodities, clothing, and counseling for personal and financial problems. Community Action Program also provides assistance locating affordable housing and mediates tenant/landlord disputes.
- **Neighborhood House** provides quality childcare and summer activities to children ages 2-12 on a sliding-scale fee.
- **Community Development Corporation** provides homeownership education, down payment assistance grants, and affordable housing options to low-income families.
- **Habitat for Humanity** provides decent affordable homeownership for families in our community.
- **People Helping People** provides support to disadvantaged women as they find employment and learn the skills to become self-sufficient.
- The **Utah Food Bank** provides food and supplies for those in need.
- **Project Reality** is a comprehensive treatment program, for individuals with compulsive and dysfunctional substance abuse histories. They also provide on-site parenting classes and Mommy and Me groups to HACSL residents.
- HACSL, in conjunction with Salt Lake County Division Substance Abuse Services, provide **Youth Programs** for children living in Public Housing. These programs provide

an opportunity for supervised recreation, help with school work, and access to positive role models. Not only does this reduce stress on parents, but it increases the opportunities for children to be involved in positive youth development activities while their parents are in school or at work.

- HACSL, in conjunction with Salt Lake County Division of Substance Abuse Services, also provides the **Parents as Teachers** program to both Section 8 and Public Housing residents. Parents as Teachers is an early childhood development program for parents with children ages 0-3.
- **American Express Centurion Bank, CIT Bank, OptumHealth Bank, and Wells Fargo Bank** provide financial management education to FSS participants. Monthly workshops are provided to give clients a better understanding of finances and a basic overview of credit.

METHOD FOR IDENTIFICATION OF FAMILY SUPPORT NEEDS

Families selected for participation in the FSS program work closely with the FSS case managers to identify family needs in a holistic manner and to develop an Individual Training and Services Plan. This plan will address the needs identified in the initial assessment process and outline the services to be accessed (NOTE: this will be a living/working plan that can be adjusted according to changes in circumstances for each family). The head of household is required to complete and sign the Contract of Participation (CoP), the Individual Training and Services Plan (ITSP), and any related documentation.

A one page goal prioritizing worksheet is currently in use to help active program participants get started in the goal/need identification process. The FSS staff works with each person in the family who wishes to develop an ITSP in a face-to-face interview process in which the goal prioritizing worksheet is used as a springboard to begin the goal planning process. This worksheet addresses common issues faced by participants of self-sufficiency programs including, but not limited to: employment, job search and readiness, abuse issues, budget issues, child care issues, clothing needs, credit needs, drug and alcohol issues, educational issues, health/mental health issues, housing issues, medical coverage issues, parenting skills, support network needs, training needs, and transportation issues. (NOTE: The goal prioritizing worksheet is not meant to be an all-encompassing needs identification document. It is meant to help clients start thinking about the issues of real concern in their lives and the areas of their lives in which they can realistically hope to achieve some improvement.)

In conjunction with the ITSP, identified goals are then broken down into realistic action steps. Goal progress is tracked with each participant through monthly contact by letters phone and email, and face-to-face interviews every three (3) months. The head of household is the only person required to have an ITSP, although other adult family members are welcome to work with the case manager to develop their own.

CONTRACT COMPLETION

In order to successfully complete the FSS Contract of Participation and receive any money in the FSS Escrow Account, participants must meet the following criteria:

1. The head of household has obtained suitable full-time employment (as defined below) and maintained it for at least six (6) months.
2. All members of the household have been independent of welfare for at least twelve (12) consecutive months. Welfare is defined as income assistance from Federal or state welfare programs, and includes only cash maintenance payments designed to meet a family's ongoing basic needs. It does *not* include food stamps, Social Security payments, Medicaid, or similar benefits.
3. All activities listed on the Individual Training and Service Plan must be completed within the designated timeframes.
4. The household is in full compliance with the lease, including no monies owed for unpaid rent or damages to HACSL or the Section 8 landlord.

Full-time employment is defined as:

- For hourly or salaried employees – at least 32 hours per week
- For self-employment – net earnings (after business expense deductions) of at least 32 hours per week at minimum wage.
- Accommodations for disabled individuals – Requests for accommodation must be submitted in writing and supported by a written statement from the individual's medical provider at least 120 days prior to program completion. The statement will include a recommendation from the medical provider as to a specific number of hours that the individual is able to work due to disability. Requests will be considered on a case-by-case basis.

Suitable employment is defined as follows:

- Employment with an established, legitimate business (the participant is receiving a regular paycheck from which taxes and other required deductions are withheld) – or –
- Self-employment which is verifiable through signed Federal income tax returns (with Schedule C).
- Contracted or commission employment will be considered if it meets the hourly/income requirement, is verifiable, and is being declared for tax purposes.
- Informal employment which does not meet the criteria listed above will not be considered (employment where income is not declared for tax purposes).
- Employment must be considered a lawful activity.

Contract Extensions:

The initial contract term is five years. The contract may be extended for up to two additional years if the family is unable to achieve self-sufficiency in this time due to circumstances that are beyond their control such as:

- Serious illness in the immediate family;

- Involuntary loss of employment;
- Serious injury that interferes with employment opportunities; and/or
- Other circumstances that are beyond the control of the family and that are deemed as good cause by HACSL.

Extensions will not be granted for loss of employment due to lack of performance on the part of the FSS participant.

All requests for extension must be submitted in writing prior to expiration of the Contract of Participation. The request letter should include the following components:

1. An explanation of why the goals were not completed;
2. What goals still need to be completed; and
3. The time frame in which the goals will be completed.

Participants will be notified in writing of HACSL's decision within ten (10) business days and may request an informal hearing if they disagree with the decision (see Hearing Procedures below).

During the extension period, the family will continue to be eligible to receive deposits into the FSS Escrow Account. The FSS Head of Household will be required to continue abiding by the Contract of Participation, Program Completion Agreement, and Individual Training and Services Plan, as well as keep in regular contact with a FSS case manager during the extension.

TERMINATION FROM FSS

Involuntary Termination:

Participants may be denied or involuntarily terminated from FSS under the following circumstances:

- A. If the participant fails to meet their obligations under the Contract of Participation, the Individual Training and Services Plan, the Program Completion Agreement and related documentation. Non-compliance includes:
 - a. Missing scheduled meetings;
 - b. Failure to return phone calls;
 - c. Failure to maintain monthly contact;
 - d. Failure to complete quarterly face-to-face reviews;
 - e. Failure to work on activities and/or goals set forth in the Individual Training and Services Plan;
 - f. Failure to complete activities and/or goals within the specified time frames; and/or

- g. Failure to participate in job related activities (i.e. employment, education, training, workshops, completing applications, etc).
- B. If the participant owes money to the PHA or any other PHA in connection with the Section 8 program or the Public Housing program;
- C. If the participant breached an agreement to pay back amounts owed to HACSL for payments made on behalf of the family to an owner in the Section 8 program;
- D. If the participant has committed fraud in connection with any Federal housing assistance program;
- E. If the participant failed to meet any obligations under the lease;
- F. Expiration of the Contract term or any extension of the Contract without completing the criteria for program completion as outlined under the section Contract Completion;
- G. If the client's housing assistance (either Public Housing or Section 8) is terminated;
- H. By operation of law; and/or
- I. By such other act as is deemed inconsistent with the FSS program.

Participants who fail to meet their obligations under the above circumstances will be given the opportunity to attend a required meeting with the FSS case manager or assigned HACSL representative to resolve the problem. At this meeting, a review of the Contract of Participation, Individual Training and Services Plan, Program Completion Agreement, and all related documentation will be conducted and amendments will be made as necessary (within HUD guidelines) to allow for changes in circumstances. Failure to contact the FSS case manager to schedule this meeting within ten (10) days of HACSL's written request for a meeting or failure by the FSS Head of Household to attend this meeting without some type of correspondence to clarify the issue(s) that lead to non-attendance, may lead to termination from the program.

Participants who remain out of compliance after this meeting will be subject to termination from the FSS program. Notification to the family will be made by letter stating:

1. The specific facts and reasons for termination;
2. A statement informing the family of their right to request an informal hearing and the date by which this request must be received (see Hearing Procedures below); and
3. A statement informing the family that termination from the FSS program for the reasons stated therein will not result in termination of the family's housing assistance.

Failure to request a hearing in writing by the deadline will result in closure of the family's FSS file and all rights to a hearing will be waived. All escrow money held on the family's behalf will be forfeited in accordance with HUD regulations. Housing assistance will not be terminated based on non-compliance with the FSS program.

Voluntary Termination:

Participants may also be terminated from the FSS program under the following circumstances:

1. Mutual consent of both parties; and/or

2. The family's withdrawal from the program.

If the family withdraws from the FSS program with the mutual consent of HACSL and the FSS Head of Household, then the family may rejoin the FSS program in the future, with the following understanding:

- The family signs a new Contract of Participation, Program Completion Agreement, and Individual Training and Services Plan.
- The family is not eligible to receive funds accrued in escrow up to the point of their initial withdrawal from FSS.
- The family will be eligible to receive future deposits into escrow upon rejoining the FSS program.

Hearing Procedures:

All requests for informal hearings must be received by HACSL within ten (10) business days of the date of decision. If a hearing is requested by the FSS family, notification to the family regarding the date, time, and location of the informal hearing will be made by certified mail, return receipt requested, within ten (10) business days from the date the request was received.

Persons included in the informal hearing shall include, but not be limited to:

- The FSS head of household;
- The FSS case manager; and
- HACSL staff members, other than FSS program staff, serving as the Hearing Committee.

The family may request to reschedule a hearing for good cause, or if it is needed as a reasonable accommodation for a person with disabilities. Good cause is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family. Requests to reschedule a hearing must be made orally or in writing prior to the hearing date. At its discretion, HACSL may request documentation of the "good cause" prior to rescheduling the hearing.

If the family does not appear at the scheduled time, and was unable to reschedule the hearing in advance due to the nature of the conflict, the family must contact HACSL within 24 hours of the scheduled hearing date, excluding weekends and holidays. HACSL will reschedule the hearing only if the family can show good cause for the failure to appear, or if it is needed as a reasonable accommodation for a person with disabilities.

The Hearing Committee will issue a written decision to the family within ten (10) business days after the hearing. The decision made by the Hearing Committee will be final. HACSL reserves the right to overturn the Hearing Committee's decision only in the event that the decision is contrary to policy.

FSS ESCROW ACCOUNT

Escrow Account Deposits:

Escrow deposits are calculated on increases in earned income as they impact the family's Total Tenant Payment (TTP) at the time the Contract of Participation was executed. Escrow credit calculations will be made whenever HACSL conducts an interim or annual re-examination during the Contract of Participation. HACSL will credit escrow accounts monthly and calculate interest quarterly. At least annually, HACSL will provide FSS families with an escrow statement reflecting beginning and ending balances, deposits, withdrawals, and interest accrued.

Interim Withdrawal Procedure:

Participants in good standing with the FSS program and HACSL will be allowed to request money from their escrow accounts prior to the completion of their Contract. The early withdrawal of funds must be used for continuing growth and for reaching the goals articulated in the ITSP. Withdrawals can only be made once during a six (6) month period. The family will be required to pay a portion of the overall cost of the item. All FSS families with an escrow balance are eligible to request a withdrawal.

The head of household must submit a budget in addition to a written request for an interim withdrawal (see Attachments). The request must include:

1. The amount of money requested;
2. The amount of money the family will be investing;
3. How the funds will be used;
4. How this will facilitate their movement toward self-sufficiency;
5. An assessment of their progress on their self-sufficiency goals;
6. Alternative funding sources they have tried; and
7. Documentation of expenses.

The FSS staff will discuss the appropriateness of the request during a regularly scheduled meeting. The FSS program reserves the right to request that the family attend a meeting for clarification of the withdrawal request before a determination is made and/or require additional documentation prior to making a decision.

The decision to release escrow will be made by consensus of the staff members and the decision will be binding. If the withdrawal request is denied, the FSS family will be given a written response outlining the decision.

Final Disbursement of Escrow:

Final disbursement of the FSS Escrow Account will be made to the FSS head of household when a written request is submitted (see Attachments) and:

1. The family has met the obligations as defined in the Contract of Participation (see Contract Completion); **or**
2. Whenever 30 percent of the family's monthly adjusted income equals or exceeds the existing Fair Market Rent for the unit size for which the family qualifies, provided no member of the household is receiving welfare (as defined by FSS) at that time.

Forfeiting of the Escrow Account:

Funds in the FSS Escrow Account will be forfeited if:

1. The Contract of Participation, including any extension, expires and the obligations are unfulfilled;
2. The FSS family loses their housing assistance;
3. The FSS family is deemed to be out of compliance with the FSS program and is terminated; and/or
4. The FSS family voluntarily terminates their enrollment in the FSS program.

CHANGE IN HEAD OF HOUSEHOLD

The FSS head of household is the head of household designated on the family's housing assistance for purposes of rent determination. The head of household is responsible for the requirements under the Contract of Participation, Individual Training and Service Plan, Program Completion Agreement, and other related documentation.

If a family wishes to transfer head of household status, it can only be made with the permission of the housing specialist and only to an adult member of the household who is listed on the family's lease/rental agreement. This person must also elect to assume all of the responsibilities, conditions, and terms as the FSS head of household listed in the Contract of Participation, Individual Training and Services Plan, Program Completion Agreement, and other related documentation.

A written request must be submitted to the FSS program (see Attachments) and will be attached to the Contract of Participation as an amendment. The request must contain the following:

- Name of new designated head of household;
- Effective date of change;
- Signature of new head of household;
- Signature of the FSS case manager; and
- The date signed

The new Head of Household will be required to develop their own Individual Training and Services Plan. The contract expiration date and baseline income and TTP figures will remain unchanged.

PROGRAM SIZE

HACSL's FSS program currently operates a voluntary program size of 100 Section 8 clients and 50 Public Housing clients.

ASSURANCE OF NON-INTERFERENCE

HACSL's FSS program is a voluntary program under current HUD guidelines and, as a voluntary program, families who elect not to participate will not be negatively effected in regards to admission or ongoing occupancy in subsidized housing programs offered by HACSL (i.e. the Section 8 Program, Public Housing programs, etc.)

TIME TABLE FOR PROGRAM IMPLEMENTATION

Program implementation has already occurred and outreach selection, and enrollment activities are ongoing. FSS slots are in the process of being filled and will continue to be filled as vacancies occur and as additional slots are created. The services identified in this Action Plan are in place and are being accessed by FSS program participants. Agency processes for the continued implementation of the FSS program have been revised according to HUD requirements and information contained in this Action Plan.

CERTIFICATION OF COORDINATION

HACSL certifies that the development of services and activities under the FSS program have been coordinated with the Workforce Investment Act, and any other relevant employment, child care, transportation, training, and education programs in order to avoid duplication of services.

REQUESTS FOR REASONABLE ACCOMODATIONS

HACSL and FSS program staff will make reasonable accommodations to persons with disabilities in order to ensure they are able to take full advantage of the services provided under the FSS program. Requests for reasonable accommodations must be submitted in writing to Janice Kimball, HACSL 504 Compliance Officer. For more information, call (801) 284-4423.

OPTIONAL ADDITIONAL INFORMATION

HACSL's FSS program reserves the right to make addendums to this Action Plan as situations, regulations, and funding sources change, but such changes will be made in compliance with HUD regulations.

SUPPORTIVE SIGNATURES:

Janice Kimball, Director of Housing and Services

Kerry W. Bate, Executive Director

Clarence A. "Bud" Bailey, Board Chair

DATED THIS _____ of _____, 2009

HUD SIGNATURE(S) OF APPROVAL:

DATED THIS _____ of _____, 200