



City of Phoenix

HOUSING DEPARTMENT

Family Self Sufficiency

Action Plan

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I. Introduction

<p>Instructions: While not required by the applicable regulations, an introduction is recommended to provide an overview of what the document is and what it contains.</p>	<p>Introduction</p> <p>This document constitutes the Family Self Sufficiency (FSS) Program Action Plan for the FSS program operated by City of Phoenix Housing Supportive Services (HSS). It was submitted to HUD on 09/27/2022.</p> <p>The purpose of the FSS program is to promote the development of local strategies to coordinate the use of HUD assistance with public and private resources in order to enable eligible families to make progress toward economic security.</p> <p>The purpose of the FSS Action Plan is to establish policies and procedures for carrying out the FSS program in a manner consistent with HUD requirements and local objectives.</p> <p>This FSS Action Plan describes HSS’ local policies for operation of the FSS program in the context of federal laws and regulations. The FSS program will be operated in accordance with applicable laws, regulations, notices and HUD handbooks. The policies in this FSS Action Plan have been designed to ensure compliance with all approved applications for HUD FSS funding.</p> <p><i>For PHAs:</i> The FSS program and the functions and responsibilities of PHA staff are consistent with the City of Phoenix Housing Department’s personnel policies and Agency Plan.</p>
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II. Program Objectives

<p>Instructions: While not required by the applicable regulations, a section on program objectives can help provide an overall framing for what your FSS program is trying to achieve. Your FSS program is free to adopt whatever local objectives you wish so long as they do not conflict with the federal objectives.</p>	<p>Program Objectives</p> <p>Housing Supportive Services’ FSS program seeks to help families make progress toward economic security by supporting the family’s efforts to:</p> <ul style="list-style-type: none">• Increase their earned income• Build financial capability• Achieve their financial goals
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The federal objectives for the FSS program are specified in 24 CFR 984.102.

III. Program Size and Characteristics

III.A. – Family Demographics

Instructions. Describe the characteristics of the families you expect to be served by your FSS program. *This is not your current FSS program – it’s the population of potential participants.* This information must include data on their race and ethnicity and may also include data on other characteristics.

Note: This information is required per 24 CFR § 984.201(d)(1). That section also requires a description of supportive service needs of families expected to be served, which is covered in Section III.B of this sample Action Plan, and how many families are expected to be served, which is covered in Section III.C.

Description of sample tables
Start by indicating which housing assistance programs your FSS program will serve by checking the appropriate boxes.

Family Demographics

These tables describe the demographics of the population expected to be served by Housing Supportive Services’ Action Plan.

The FSS program will serve the following housing assistance programs

- Public Housing,
- Housing Choice Vouchers (HCV): Tenant-Based Vouchers
- Housing Choice Vouchers (HCV): Project-Based Vouchers (PBV)
- Housing Choice Vouchers (HCV): HCV Homeownership
- Housing Choice Vouchers (HCV): Other special purpose vouchers (*e.g. FUP, FUP-Y, FYI, VASH, EHV, etc.*) FUP and FUP-Y
- Section 8 Moderate Rehabilitation
- Project-Based Rental Assistance (PBRA)
- Other Program (_____)

Ages of Head of Household and Other Adults

	Percent
Ages of Head of Household	
--Head of Household is age 24 years or younger	<u>11</u> %
--Head of Household is age 25 to 50	<u>37</u> %
--Head of Household is age 51 to 61	<u>15</u> %

The sample Action Plan then includes several tables that you may use to show characteristics of the population expected to be served. If it makes it easier to develop estimates, new FSS programs may assume that FSS participants will be similar to the general population of the PHA or property.

To describe the characteristics of the families your program plans to serve, you may use the tables in the right-hand column and fill them in to provide the appropriate information. You may also modify the tables to specify different ranges or to otherwise reflect the available data. The information requested through the tables should be available on the HUD-50058 or HUD-50059 Family Reports in PIC or TRACS, respectively.

To complete the tables:

- **Ages of Head and Other Adults.** For each row, estimate the share of heads or other adults (as noted) in each age category.
- **Presence and Ages of Children.** For the first row,

--Head of Household is age 62 or greater	<u>37</u> %
Ages of Other Adults in Household	
-- Age 24 years or younger	<u>5</u> %
-- Age 25 to 50	<u>3</u> %
-- Age 51 to 61	<u>1</u> %
-- Age 62 or greater	<u>1</u> %

Presence and Ages of Children

	Percent
Presence and Ages of Children	
--Households that only include adults over age 18	<u>7</u> %
--Households that include one or more child age 13-17	<u>13</u> %
--Households that include children who are all 12 or younger	<u>34</u> %

Employment Status of Population to be Served

	Percent
Employment Status of Head of Household	
--Families with an employed head	<u>32</u> %
--Families whose head is unemployed	<u>68</u> %
Employment Status of All family members	
--Families with any member that is employed	<u>23</u> %
--Families with no employed member	<u>77</u> %

Annual Earned Income of Population to be Served

	Percent
Annual household earnings <\$5,000 per year	<u>21</u> %

estimate the percentage of households that have no children under 18. For the second row, estimate the percentage of households with one or more child age 13-17. For the third row, estimate the percentage of households that include at least one child age 12 or younger and no children over age 12.

- **Employment Status.** For the first two rows, estimate the share of families whose heads are employed and unemployed. The two rows should add up to 100%. The next two rows show similar information, but for all family members. These two rows should also add up to 100%.
- **Annual Earned Income.** Estimate the share of families within each earned income category.
- **Elderly/Disability Status.** Estimate what share of families have an elderly head or a head with disabilities, and then estimate what share of families include an elderly person or a person with disabilities.

Annual household earnings between \$5,000 and \$9,999	<u>25</u> %
Annual household earnings between \$10,000 and \$14,999	<u>18</u> %
Annual household earnings between \$15,000 and \$19,999	<u>11</u> %
Annual household earnings between \$20,000 and \$24,999	<u>10</u> %
Annual household earnings between \$25,000 and \$29,999	<u>5</u> %
Annual household earnings between \$30,000 and \$34,999	<u>4</u> %
Annual household earnings of \$35,000 or higher	<u>6</u> %

Elderly/Disability Status of Population to be Served

	Percent
Elderly/Disability Status of Head of Household	
--Head of Household is an elderly person without disabilities	<u>10</u> %
--Head of Household is an elderly person with disabilities	<u>12</u> %
--Head of Household is a non-elderly person with disabilities	<u>55</u> %
--Head of Household is neither an elderly person nor a person with disabilities	<u>23</u> %
Elderly/Disability Status of All Household members	
--Household includes an elderly person without disabilities	<u>10</u> %
--Household includes an elderly person with disabilities	<u>10</u> %
--Household includes a non-elderly person with disabilities	<u>15</u> %
--Household includes no elderly persons or persons with disabilities	<u>65</u> %

Race and Ethnicity of Population to be Served (required)

Race	Non-Hispanic	Hispanic
White	<u>47</u> %	<u>30</u> %
Black or African American	<u>47</u> %	<u>10</u> %
American Indian or Alaska Native	<u>2</u> %	<u>1</u> %
Asian	<u>1</u> %	

<ul style="list-style-type: none"> Race/ethnicity. This is a required table. Estimate the racial and ethnic composition of the families to be served by the FSS program. In this table, the percentages in the Non-Hispanic and Hispanic columns should add up to the percentage shown in the Race column. For example, if 50 percent of the expected population to be served consists of White households, and half of these households are expected to be Hispanic, enter 50% in the first column and 25% in each of the next two columns. 	Native Hawaiian or other Pacific Islander	1_%	0_%
	Other Race	2_%	1_%

III.B – Supportive Services Needs

<p>Instructions: Describe in this section the supportive service needs of the families you expect to participate in your FSS program. The sample text provides illustrations of needs to consider. Feel free to adjust this list to reflect the needs you identify. Then indicate how you identified the supportive services needs by checking one or more of the boxes and/or adding your own explanation.</p>	<p align="center">Supportive Services Needs of Families Expected to Participate in FSS</p> <p>The following is a list of the supportive service needs of the families expected to enroll in Housing Supportive Services’ FSS program:</p> <ul style="list-style-type: none"> • Training in basic skills and executive function (including household management) • Employment training, including sectoral training and contextualized and/or accelerated basic skills instruction • Job placement assistance • GED preparation • Higher education guidance and support
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<p>Note: 24 CFR § 984.201(d)(1) specifies that FSS Action Plans must include “Family demographics. A description of the number, size, characteristics, and other demographics (including racial and ethnic data), and the supportive service needs of the families expected to participate in the FSS program” The characteristics other than supportive service needs are covered above, in Section III.A and the size of the program is covered in Section III.C.</p>	<ul style="list-style-type: none"> • English as a Second Language • Assistance accessing and paying for childcare • Transportation assistance • Financial coaching, including assistance with budgeting, banking, credit, debt, and savings • Access to counseling or treatment for substance abuse and mental health • Dental care, health care, and mental health care including substance abuse treatment/counseling • Homeownership readiness <p>This list of supportive services needs is based on:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience with past FSS or other supportive service program participants <input checked="" type="checkbox"/> Input from the PCC or other service provider partners <input checked="" type="checkbox"/> A needs assessment completed on 12/2021 <input checked="" type="checkbox"/> Other: <u>Choice Needs Assessment</u>
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III. C. – Estimate of Participating Families

<p>Instructions: Provide an estimate of the number of eligible families who can reasonably be expected to receive services based on available resources.</p> <p>If you are funded for FSS coordinator positions, by virtue of that funding, you have a minimum number of participants to be served each year. Be sure that your Estimate of Participating Families is at a minimum, the number of participants required by your funding.</p> <p>Note that if you have not yet fulfilled your Mandatory Program size requirement, your Estimate of Participating Families must be at least the minimum program size required for your agency. For more information, see 24 CFR §984.105</p>	<p>Estimate of Participating Families</p> <p>Housing Supportive Services’ goal is to serve all families who are interested in participating in the FSS program. The number of spaces available in the program at any given time, however, will be limited by the program’s resources, including the number of FSS coordinators funded to work with FSS participants. New families will be admitted to the FSS program as space and staffing permits.</p> <p>In recent years, the City of Phoenix has been funded for up to seven coordinators. Three coordinators are funded through FSS HUD and four coordinators are funded using other funds. The minimum number of participants required to be served based on this funding is 325 participants.</p>
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and FSS Guidebook Section 6.6 Minimum FSS Program Size).

Estimating Participating Families

You must describe how many families you expect your FSS program will be able to serve at a time and then estimate how many families your program will serve over a five-year period. The sample text includes different options for existing and new programs.

If you are operating an *existing program*, you should use your records to identify how many families enroll per year and add five years of new enrollment to the typical program size to estimate how many families you will serve over five years.

If you are starting a *new program*, you will need to adopt some assumptions about graduation and attrition for other reasons. For example, assume an FSS program has a capacity of 100 families and expects to operate at capacity at all times. If the program expects 50 of those families to graduate in five years (with some families getting an extension) and 10 families to leave the program each year for other reasons, the expected number of families to be served in the first five years is 200 (100 + 50 new enrollees who replace graduates + 50 new enrollees who replace families who leave for other reasons.)

Note that the number of families your FSS program expects to serve is different from the minimum number of families that your FSS program is required to serve under the terms of the Notice of Funding Opportunity that allocated the funds. FSS programs are encouraged to enroll more than the minimum number of families, so long as this is possible without compromising your program’s quality.

If your agency is a PHA with an FSS mandate, you should include the text indicated in the right-hand column and

Historically, Housing Supportive Services’ FSS program has enrolled approximately 90 new families into the FSS program each year. Accordingly, the City of Phoenix expects to be able to provide FSS Services to 350 families over a five-year period.

<p>complete the table.</p> <p>In accordance with CFR §984.105(c), if the Estimate of Participating Families is smaller than the Minimum Program Size, indicate if you have an exception granted by HUD to run a program smaller than the mandate and when that exception expires.</p>	
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III. D – Other Self-Sufficiency Programs

<p>Instructions: If you expect families from another self-sufficiency program to enroll in your FSS program, provide estimates of the numbers of these families.</p> <p><i>For PHAs:</i> If you seek to enroll families in the FSS program that are nearing the end of their eligibility for the Jobs Plus Earned Income Disregard as a way to continue to serve these families, you may wish to describe this approach in this section.</p> <p>The sample Action Plan text includes two options – one for FSS programs that expect to enroll families from other self-sufficiency programs and one for FSS programs that do not. Choose the option that best fits your program. If you choose Option 1, check the applicable boxes to indicate which programs are included and, if you have an estimate in mind, indicate the number of families from that program you expect to enroll.</p> <p>For more information, see 24 CFR §984.201(d)(3) and FSS Guidebook section 2.2 Outreach and Enrollment.</p>	<p>Other Self-Sufficiency programs</p> <p><input checked="" type="checkbox"/> Option 1:</p> <p>Housing Supportive Services expects to enroll into FSS families from the self-sufficiency programs checked in the table below.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 70%;">Name of Program</th> <th style="width: 10%;">Check box if applicable</th> <th style="width: 20%;">Number of Families each year</th> </tr> </thead> <tbody> <tr> <td>Family Unification Program - Family</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;">30</td> </tr> <tr> <td>Family Unification Program – Youth (FUP-Y)</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;">15</td> </tr> <tr> <td>Foster Youth Initiative (FYI)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Resident Opportunity and Self-Sufficiency (ROSS)</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;">15</td> </tr> <tr> <td>Jobs Plus</td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Emergency Housing Voucher (EHV)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Veterans Affairs Supportive Housing (VASH)</td> <td></td> <td></td> </tr> <tr> <td>Other:</td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> </tbody> </table>	Name of Program	Check box if applicable	Number of Families each year	Family Unification Program - Family	<input checked="" type="checkbox"/>	30	Family Unification Program – Youth (FUP-Y)	<input checked="" type="checkbox"/>	15	Foster Youth Initiative (FYI)	<input type="checkbox"/>		Resident Opportunity and Self-Sufficiency (ROSS)	<input checked="" type="checkbox"/>	15	Jobs Plus	<input type="checkbox"/>		Emergency Housing Voucher (EHV)	<input type="checkbox"/>		Veterans Affairs Supportive Housing (VASH)			Other:	<input type="checkbox"/>	
Name of Program	Check box if applicable	Number of Families each year																										
Family Unification Program - Family	<input checked="" type="checkbox"/>	30																										
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Jobs Plus	<input type="checkbox"/>																											
Emergency Housing Voucher (EHV)	<input type="checkbox"/>																											
Veterans Affairs Supportive Housing (VASH)																												
Other:	<input type="checkbox"/>																											

IV. Family Selection Procedures

Instructions: Describe your policies and procedures for selecting FSS participants, including whether your FSS program will offer a preference to prospective participants who are already enrolled in, or on the waiting list for, FSS-related service programs and whether your FSS program plans to screen prospective participants for motivation to participate. (Note that motivation is the only allowable screening criteria to include).

Note: The maximum number of FSS slots with a selection preference is limited to 50% of the total number of FSS slots.

For any preference your program selects, you must provide the following:

1. Percentage of slots for which your program will give the selection preference
2. If applicable, the FSS related service programs to which your program will give a selection preference
3. The method of outreach to, and selection of, families with one or more members participating in the identified programs

Family Selection Procedures

A. Waiting List

A waiting list will be maintained for families whose applications cannot be accepted at the time of initial application due to program capacity limits. The waiting list will include the name and contact information for the head of household of the applicant family, and the date of their application.

B. Admissions Preferences

Option 1: No preference:

The FSS program has not adopted any admissions preferences. Families will be selected based on the following selection method:

<u>Selection Method</u>	<u>Check applicable method</u>
Lottery	<input type="checkbox"/>
Length of time living in subsidized housing	<input type="checkbox"/>
Date the family expressed an interest in participating in the FSS program	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

C. Screening for motivation.

Option 2: The Housing Supportive Services program will use one or more motivational screening factors to measure the family's interest and motivation to participate in the FSS program. The following screening criteria will be used:

- Motivational screening will be used only for those participants who left the FSS program prior to graduating either voluntarily or involuntarily and desire to reenter the program.

Orientation Session: The Housing Supportive Services FSS program will screen those families who left FSS program prior to graduating either voluntarily or involuntarily for motivation to participate in the FSS program again, by requiring that families who apply to re-enroll in the FSS program attend

4. How families with the applicable preferences will be selected from the wait list: (a) date and time of application; or (b) a drawing or other random choice technique.

(see 24 CFR 984.203 and FSS Guidebook Section 2.2 Outreach and Enrollment)

Policy Decisions: In completing this section, you will need to make the following policy decisions:

1. Whether to allow selection preferences. If so, (a) what selection preferences, (b) outreach methods, and (c) selection methods. Start by indicating whether you will utilize any selection preferences by selecting the appropriate option. Then complete the table applicable to that option.

The “% of FSS slots” is a percentage of the whole anticipated program size, as established in III.C (above)

2. Whether to include a screening for motivation. If so (a) what the screening will entail, and (b) how the FSS program will ensure reasonable accommodations to avoid discrimination. Select the appropriate option.

an initial orientation session. Each family will be given two opportunities to attend the orientation session and may request accommodation if unable to attend a scheduled session. Accommodations will be offered on a case-by-case basis, depending on the needs of the applicant. Accommodations may include an individually scheduled orientation session, provision of transportation to/from the orientation site, translation services, an alternative location, a virtual orientation session, or allowance and encouragement to bring children to the session, where possible.

D. Compliance with nondiscrimination policies

It is the policy of Housing Supportive Services to comply with all Federal, State, and local nondiscrimination laws and regulations, including but not limited to the Fair Housing Act, the Americans with Disabilities Act, and Section 504 of the Rehabilitation Act of 1973. 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 grounds of race, color, sex, religion, national or ethnic origin, family status, source of income, disability, political affiliation, or perceived gender identity and sexual orientation. In addition, the Housing Supportive Services 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).

The FSS program 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 coordinators will review the file in the staff review 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) they were not selected for participation and will have the opportunity to appeal the decision (see Hearing Procedures). At all times, Housing Supportive Services will select families for participation in the FSS program in accordance with FSS Regulations and HUD guidelines.

E. Re-enrollment of prior FSS participants

The following previous FSS families will be allowed to re-enroll in Housing Supportive Services’ FSS program:

- FSS participants who have withdrawn voluntarily (**12 months need to have passed from the date of the program withdrawal**)

<p>3. What families or family members may re-enroll in the FSS program following exit from the program and under what circumstances.</p> <p>4. What process to follow for documenting the family's choice of Head of FSS Family.</p> <p>Note: Your FSS program may use motivational screening factors to screen families interested in participating in the FSS program. You may use these factors to measure a family's interest and motivation to participate in the FSS program. (see 24 CFR 984.203 and FSS Guidebook Section 2.2 Outreach and Enrollment)</p> <p>Note: This section includes a required statement affirming that the organization will not engage in unlawful discrimination.</p>	<p><input checked="" type="checkbox"/> Families involuntarily terminated (12 months need to have passed from the date of the program withdrawal)</p> <p><input checked="" type="checkbox"/> Family members who were not Heads of FSS Family previously</p> <p>The following conditions apply to re-enrollment:</p> <ul style="list-style-type: none"> • FSS participant cannot have successfully graduated from the program • 12 calendar months need to have passed from the date the resident withdrew from the program. • The resident can only re-enroll a total of two times after their initial withdrawal • All residents who are re-enrolling will need to complete a Housing Supportive Services form providing a summary detailing what will be different this time and attend an FSS orientation. <p>F. Head of FSS Family</p> <p>The head of the FSS family is designated by the participating family. Housing Supportive Services may make itself available to consult with families on this decision, but it is the assisted household that chooses the head of FSS family that is most suitable for their individual household circumstances. The designation or any changes by the household to the Head of FSS Family must be submitted to Housing Supportive Services in:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Writing through a below identified form <input checked="" type="checkbox"/> A form developed by Housing Supportive Services
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V. Outreach

<p>Instructions: Describe the planned notification and outreach efforts by your FSS program to recruit FSS participants from among eligible</p>	<p>Outreach Housing Supportive Services will conduct widespread outreach to encourage enrollment in the FSS program. Outreach efforts will include the activities identified through the checked boxes below:</p>
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families and to provide FSS information to minority and non-minority families.

The sample Action Plan lists a number of typical outreach methods. Check the ones that apply to your program and provide details about how you will implement each method, including how often.

You should feel free to modify this section to reflect your program's outreach strategy. However, it is recommended that you retain the note at the end of this section which affirms that outreach will comply with all applicable fair housing protections.

(see 24 CFR 984.201(c)6 and FSS Guidebook Section 2.2 Outreach and Enrollment)

Interpreters will be used as needed and clients may contact staff to express interest in person, via our FSS office number or by email.

Outreach Methods	Details, including frequency
<input checked="" type="checkbox"/> Posting information about FSS on the City of Phoenix Housing Department's website	The FSS program information is posted on the Housing Departments internet page
<input checked="" type="checkbox"/> Posting FSS program flyers in locations likely to be seen by eligible families	FSS program flyers will be posted at all City of Phoenix Housing offices and property managed housing sites.
<input checked="" type="checkbox"/> Providing information about the FSS program during scheduled reexaminations	Housing Supportive Services program will provide all property managers with flyers on the FSS program that can be handed out during reexamination.
<input checked="" type="checkbox"/> Providing information about the FSS program at voucher orientation sessions	Housing Supportive Services program will provide the Section 8 program team with flyers on the FSS program that can be handed out during voucher orientation.
<input checked="" type="checkbox"/> Holding well-publicized information sessions about FSS	At a minimum twice a year, hold an FSS information session
<input checked="" type="checkbox"/> Twitter	Housing Public Information Officer (PIO) will post FSS information
<input checked="" type="checkbox"/> Other	Providing FSS program information at housing community events.

Outreach informational material about the FSS program will include information about:

- Program overview
- Program benefits
- Available resources
- Participant responsibilities
- Program outcomes

Outreach efforts will be targeted equally to all families, using materials in both English and other commonly spoken languages to ensure that non-English and limited English-speaking families receive information and have the opportunity to participate in the FSS program. In conducting outreach,

	Housing Supportive Services will account for the needs of person with disabilities, including persons with impaired vision, hearing or mobility, and provide effective communications to ensure that all eligible who wish to participate are able to do so.
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VI. FSS Escrow Account and Other Incentives for Participants

Instructions: Describe your FSS program’s policies regarding the escrow account, as well as any other incentives that you intend to offer eligible families to encourage participation in the FSS program.

The sample text covers key issues related to escrow program administration, including interim disbursements. While FSS programs are not required to offer interim disbursements, HUD encourages FSS programs to do so as a way of helping families stay on track toward their goals.

(see 24 CFR 984.305 and FSS Guidebook Section 2.2 Outreach and Enrollment for information on incentives. See 24 CFR 984.305(c)2 and 24 CFR 984.305(f)2 respectively for regulations relating to interim disbursement of escrow funds and information relating to forfeited escrow funds and FSS Guidebook Section 5.2 The FSS Escrow Account.)

FSS Escrow Account and Other Incentives for Participants

FSS participants will be eligible to build savings from the FSS escrow account. Key policies and procedures applicable to the FSS escrow account, as well as any additional incentives offered by the Housing Supportive Services, are described below.

A. Additional Incentives

Option 1. While Supportive Housing Services’ FSS program does not provide any other financial incentives for FSS participants, it does provide coaching services, as well as referrals to other service providers, that can be very valuable for FSS program participants.

B. Interim Disbursements

Option 1: Housing Supportive Services will allow for interim disbursements on a case by case basis: Families may request an interim disbursement from the escrow account once the FSS family has fulfilled at least one interim goal, in order to pay for specific goods or services that will help the family make progress toward achieving the goals in its Individual Training and Services Plan (ITSP). Requests may in writing by completing the Housing Supportive Services interim disbursement form. Requests may be made through the term of the Contract of Participation. Examples of potentially eligible activities include, but are not limited to, credit repair, small business start-up costs, job start-up expenses, and transportation to/from a place of employment. A determination of whether the family qualifies for the requested interim disbursement will be made on a case-by-case basis by the FSS Coordinator and an administrative staff representative of Housing Supportive Services. The FSS coordinator will first explore options for services and in-kind donations from partners, which must be exhausted before a request for an interim disbursement will be approved. Families can only request one interim disbursement during the life of their contract of participation (CoP). Interim disbursements cannot exceed 50% of individual escrow savings account.

Policy Decisions: In completing this section, you will need to make the following policy decisions:

- Whether to provide financial incentives to FSS participants (in addition to the escrow account), and, if so, what incentives to provide under what conditions. (Select the appropriate option.)
- Whether to allow interim disbursements of escrow savings. If so: (a) under what conditions will interim disbursements be permitted (including restrictions on interim disbursements, if any), and (b) what your programs procedures for applying for and approving interim disbursements will be. (Three options have been provided. If you select the second option, indicate what guidelines apply to specific expenditure types.)

In your policy, be sure to include

- how a request is made
- by whom
- any limitations on when a request may be made
- eligible activities
- how the request will be reviewed/who will make the determination

C. Uses of forfeited escrow funds.

Option 2: Treatment of forfeited FSS escrow account funds. FSS escrow account funds forfeited by the FSS family (if any) will be used to support FSS participants in good standing. Upon written request from a family, the FSS Coordinator and a member of the PCC will consider the available funds and make a determination.

Housing Supportive Services may also initiate a request for the use of forfeited escrow funds.

Option 1: At the discretion of the FSS coordinator, forfeited escrow funds may be considered in lieu of an interim escrow disbursement.

Option 2: Forfeited escrow funds may not be considered as a substitute for an interim escrow disbursement.

Option 3: At the discretion of the FSS Coordinator requests for the use of forfeited escrow funds may be considered. The FSS Coordinator and a member of the PCC will consider the available funds and make a determination.

Forfeited FSS escrow funds may be deployed:

Within 365 days of CoP execution

Use of forfeited escrow funds for eligible uses (described below) may be requested by:

Housing Supportive Services

Head of the FSS family

Eligible uses of forfeited escrow funds include, but are not limited to:

Eligible Uses	Guidelines / Limitations
<input checked="" type="checkbox"/> Training for participants	<input checked="" type="checkbox"/> Requests will be considered on a case-by-case basis
	<input type="checkbox"/> Other:

<p>3. What are the eligible uses of forfeited escrow funds? (Check the uses that apply to your FSS program.)</p> <p>In your policy, be sure to include</p> <ul style="list-style-type: none"> • how a request is made • by whom • any limitations on when a request may be made • eligible activities • how the request will be reviewed/who will make the determination 	<input checked="" type="checkbox"/> Employment or Educational Costs, including: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Employment training <input checked="" type="checkbox"/> Employment preparation (e.g., interview training, professional clothing, etc.) <input checked="" type="checkbox"/> Education costs (books, fees, uniforms, tools, etc.) 	<input checked="" type="checkbox"/> Head of FSS Household must be engaged in financial coaching and this request must have the support of their financial coach <input checked="" type="checkbox"/> Household member receiving funding support must be engaged in financial coaching and this request must have the support of their financial coach <input checked="" type="checkbox"/> Requests will be considered on a case-by-case basis <input type="checkbox"/> Other:
<p>4. .)</p>	<input checked="" type="checkbox"/> Training for FSS program staff	<input checked="" type="checkbox"/> Requests for funding must be approved by the FSS Coordinator and a member of the PCC.
<p>The Head of the FSS family can make a request on a Request for Disbursement of Forfeited Escrow Funds form by first asking assistance through their FSS Service Coordinator. The FSS Service Coordinator will have them fill out the form and provide to the FSS Supervisor and review team that consists of another FSS Service Coordinator and the HSS Administrative supervisory team that consists of the HSS Housing Manager, and other HSS supervisors for a review team of 3 – 4. The minimum dollar amount will be \$25.00 – up to \$2500 dependent on the availability of funds and other requests for the above activities. Determination will be made on the availability of funds, participants engagement towards their goals, other resources that were requested first and other requests that were provided in the past. The FSS participant can request these funds for a total of two requests and cannot surpass \$2500 combined.</p>		

VII. Family Activities and Supportive Services

<p>Instructions: Describe the activities and supportive services to be provided to FSS families by both public and private providers and identify the public and</p>	<p>Family Activities and Supportive Services</p> <p>As described in the next section, all families participating in the FSS program will benefit from coaching that helps them identify and achieve goals that the family selects. Drawing on partners on the program coordinating committee and relationships with other service providers, the coaches will provide referrals as needed to help FSS participants access appropriate services to help them achieve their goals:</p>
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<p>private resources which are expected to provide the supportive services.</p> <p>(see FSS Guidebook Section 3.3 Referrals to Service Providers)</p> <p>Check the categories of services and the specific services that your program plans to make available to families through referrals and indicate the source or partner for that service.</p> <p>The sample Action Plan describes the coaching/case management services provided to families in the next Section.</p>	<p>Supportive Service Category</p>	<p>Specific Service</p>	<p>Source/Partner</p>
	<p><input checked="" type="checkbox"/> Assessment</p>	<p><input checked="" type="checkbox"/> Vocational Assessment Educational</p> <p><input checked="" type="checkbox"/> Assessment Disability Assessment</p> <p><input checked="" type="checkbox"/> Disability Other specialized assessments</p>	<ul style="list-style-type: none"> • DES/Vocational Rehab • Ability 360
	<p><input checked="" type="checkbox"/> Child Care</p>	<p><input checked="" type="checkbox"/> Infant Care / Toddler Care Preschool Care</p> <p><input checked="" type="checkbox"/> Afterschool Care</p> <p><input checked="" type="checkbox"/> Homework Assistance</p>	<ul style="list-style-type: none"> • Arizona Department of Child Safety • Arizona Women's Education and Employment, Inc. • Candelen Arizona formerly Association for Supportive Childcare • Boys and Girls Club • Chicanos Por La Causa/Via de Amistad • Child Care Resource and Referral • City of Phoenix Early Head Start Program and Head Start Program • Department of Economic Security (funder) • First Things First

			<ul style="list-style-type: none"> • Golden Gate Community Center • Ebony House • Family Involvement Center
	<input checked="" type="checkbox"/> Transportation	<input checked="" type="checkbox"/> Bus passes <input type="checkbox"/> Assistance with car repairs <input type="checkbox"/> Assistance with car purchase	<ul style="list-style-type: none"> • Arizona Women's Education and Employment, Inc • City of Phoenix Housing Department • City of Phoenix Human Services Department • ARIZONA@WORK City of Phoenix
	<input checked="" type="checkbox"/> Education	<input checked="" type="checkbox"/> High School Equivalency/GED <input checked="" type="checkbox"/> English as a Second Language <input checked="" type="checkbox"/> Post-secondary certificates <input checked="" type="checkbox"/> Advanced Degrees	<ul style="list-style-type: none"> • Chicanos Por La Causa/Via de Amistad • Friendly House • Literacy Volunteers of Maricopa County • Maricopa Community Colleges • Arizona State University • Grand Canyon University

			<ul style="list-style-type: none"> • City of Phoenix College Depot
	<input checked="" type="checkbox"/> Skills Training	<input type="checkbox"/> Training in Executive Function <input checked="" type="checkbox"/> Basic Skills Training <input checked="" type="checkbox"/> Emerging Technologies Training <input type="checkbox"/> Biomedical Training (including CNA, phlebotomy, x-ray and other tech, etc.) <input checked="" type="checkbox"/> On-the-Job Training <input checked="" type="checkbox"/> Apprenticeships <input checked="" type="checkbox"/> Skilled Labor training	<ul style="list-style-type: none"> • Arizona Apprenticeship • ARIZONA@WORK City of Phoenix • ARIZONA@WORK Maricopa County • Arizona Opportunities Industrialization Center • Arizona Women's Education and Employment, Inc. • Bank Works Career Training Program • Chicanos Por La Causa/Via de Amistad • Dress for Success • Fresh Start Women's Resource Center • Friendly House • Goodwill • Maricopa Community College

	<input checked="" type="checkbox"/> Job Search Assistance	<input checked="" type="checkbox"/> Resume Preparation <input checked="" type="checkbox"/> Interviewing Skills <input checked="" type="checkbox"/> Dress for Success <input checked="" type="checkbox"/> Workplace Skills <input checked="" type="checkbox"/> Job Development <input checked="" type="checkbox"/> Job Placement	<ul style="list-style-type: none"> • ARIZONA@WORK City of Phoenix • ARIZONA@WORK Maricopa County • Arizona Women's Education and Employment, Inc. • Dress for Success • Friendly House • Goodwill of Central Arizona • Chicanos Por La Causa/Via de Amistad
	<input checked="" type="checkbox"/> Micro and Small Business Development	<input checked="" type="checkbox"/> Small business development services <input checked="" type="checkbox"/> Small business Mentoring <input checked="" type="checkbox"/> Entrepreneurship Training	<ul style="list-style-type: none"> • Arizona Small Business Administration • Burton Barr Library • StartupPHX • City of Phoenix Community Economic Development •
	<input checked="" type="checkbox"/> Health/Mental Health Care	<input checked="" type="checkbox"/> Alcohol and Drug Abuse Prevention <input checked="" type="checkbox"/> Alcohol and Drug Abuse Treatment <input checked="" type="checkbox"/> Primary care <input type="checkbox"/> Dental services <input checked="" type="checkbox"/> Mental Health Services <input type="checkbox"/> Health Insurance Advising	<ul style="list-style-type: none"> ▪ Arizona Interfaith Counseling/Terros ▪ Arizona State University School of Nursing and Health Innovations

			<ul style="list-style-type: none"> ▪ Black Family and Child Services ▪ Catholic Charities ▪ Chicanos Por La Causa/Centro de la Familia ▪ CVS Mobile Health Van ▪ Friendly House ▪ Jewish Family & Children's Services ▪ Lifewell Behavioral Center ▪ Magellan of Arizona ▪ Marley House Family Support ▪ Native American Connections ▪ Southwest Behavioral and Health services ▪ Steppingstones of Hope ▪ Al-Anon ▪ Golden Gate Community Center ▪ Health Markets ▪ University of Arizona Public Health Practice and
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			Transitional Research <ul style="list-style-type: none"> ▪ Valle del Sol ▪ Wesley Community Health Center
	<input checked="" type="checkbox"/> Crisis Services	<input checked="" type="checkbox"/> Crisis Assessment <input checked="" type="checkbox"/> Crisis Intervention <input checked="" type="checkbox"/> Crisis Management <input checked="" type="checkbox"/> Crisis Resolution	<ul style="list-style-type: none"> ▪ Arizona Interfaith Counseling/Terros ▪ Arizona Crisis Hotline ▪ Arizona State University ▪ Community Bridges ▪ Valle del Sol ▪ Wesley Community Health Center
	<input checked="" type="checkbox"/> Child/Adult Protective Services	<input checked="" type="checkbox"/> Needs Assessment <input type="checkbox"/> Case Planning <input checked="" type="checkbox"/> Information Referral	<ul style="list-style-type: none"> • Arizona Department of Child Safety • Arizona Department of Adult Protective Services
	<input checked="" type="checkbox"/> Homeownership Preparation	<input checked="" type="checkbox"/> Homeownership Education <input checked="" type="checkbox"/> Housing Counseling <input checked="" type="checkbox"/> Downpayment Assistance <input type="checkbox"/> Other Homeownership Assistance	<ul style="list-style-type: none"> • Banks, lenders, mortgage companies • Chicanos Por La Causa/Housing • Desert Mission • Habitat for Humanity • Home in 5

			<ul style="list-style-type: none"> • HUD approved housing counseling agencies • Neighborhood Assistance Corporation of America (NACA) • Neighborhood Housing Services • Newtown Community Development Corporation Community Land Trust • Native American Connections • Trellis
	<input checked="" type="checkbox"/> Financial Empowerment	<input checked="" type="checkbox"/> Financial education <input checked="" type="checkbox"/> Financial coaching <input checked="" type="checkbox"/> Banking services <input checked="" type="checkbox"/> Training in money management	<ul style="list-style-type: none"> • Fresh Start Women’s Resource Center • Money Management International • NACA • Neighborhood Housing Services • Newtown • Trellis • Volunteer Income Tax Assistance

			<ul style="list-style-type: none"> • YWCA of Maricopa County
	<input checked="" type="checkbox"/> Individual Development Accounts	<input checked="" type="checkbox"/> Matched Savings Accounts	<ul style="list-style-type: none"> • NACA • Newtown • Trellis
	<input checked="" type="checkbox"/> Legal Services	<input checked="" type="checkbox"/> Legal Services	<ul style="list-style-type: none"> • Community Legal Services • Landlord Tenant
	<input checked="" type="checkbox"/> Debt Resolution & Credit Repair	<input checked="" type="checkbox"/> Assistance negotiating the resolution of past-due debt	<ul style="list-style-type: none"> • NACA • Newtown • Trellis

VIII. Method of Identifying Family Support Needs and Delivering Appropriate Support Services

<p>Instructions: Describe how your FSS program will identify the needs of participating families and deliver the appropriate supportive services. (see FSS Guidebook Section 3.3 Referrals to Service Providers)</p> <p>Policy Decisions: In completing this section, you will need to make the following policy decisions:</p> <ol style="list-style-type: none">1. What approaches and procedures you will use to identify family needs for support services.2. How your program will approach coaching or case management (See FSS Guidebook Chapter 3 Case Management/Coaching for recommendations and best practices).3. Whether to provide services referrals to families who have completed their FSS contracts of participation. (Select the option that applies. See 24 CFR 984.303(e)2 for relevant regulations)	<p>Method of Identifying Family Support Needs and Delivering Appropriate Support Services</p> <p>A. Identifying Family Support Needs</p> <p>To help determine the supportive services needs of each family, the FSS Coordinator will work with the head of the FSS family to complete an initial needs assessment for that family before completion of the initial Individual Training Service Plan (ITSP) and signing of the contract of participation. After enrollment in the FSS program, the FSS Coordinator may make referrals to partner agencies for completion of one or more needs assessments as it related to the referral service. These assessments may focus on such issues as: employment readiness and employment training needs, educational needs related to secondary and post-secondary education, financial health, and other topics, depending on the needs and interests of the family.</p> <p>The formal assessments may lead to adjustments to the Individual Training Service Plan, if requested by the family. The ITSP will be reviewed every 6 months or sooner if there is an identified change to the plan and updated as appropriate.</p> <p>B. Delivering Appropriate Support Services</p> <p>Coaching. All families who participate in the FSS program will be assigned an FSS Coordinator who will provide coaching services to help each participating family to:</p> <ul style="list-style-type: none">• Understand the benefits of participating in the FSS program and how the program can help the family achieve its goals.• Identify achievable, but challenging interim and final goals for participation in the FSS program, break down the goals into achievable steps and accompany the family through the process.• Identify existing family strengths and skills.• Understand the needs that the family has for services and supports that may help the family make progress toward their goals.• Access services available in the community through referral to appropriate service providers.• Overcome obstacles in the way of achieving a family’s goals.
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	<p>C. Transitional supportive service assistance.</p> <p><input checked="" type="checkbox"/> Option 1: Families that have completed their CoP and remain in assisted housing may request assistance with referrals to service providers in order to continue their progress toward economic security. Subject to limitations on staff capacity, Housing Supportive Services will try to help these families with appropriate referrals. The time spent on these referrals will not be covered by funds designated by HUD to support the FSS program but may be covered by other grant funding.</p>
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IX. Contract of Participation

<p>Instructions: You are not required by regulation to include a section on the Contract of Participation (CoP) in the FSS Action Plan. However, such a section may help you explain to readers what the Contract is and how your program will implement it.</p> <p>In addition, the sample Action Plan addresses in this section several of the policies referenced under “optional additional information” in 24 CFR 984.201(d)(13) the FSS Rule.</p> <p>(see 24 CFR 984.103 (CoP Effective date), 24 CFR 984.303(c) (Term of CoP), 24 CFR 984.303(d) (Extensions of CoP), 24 CFR 984.303(f) (Modification of the CoP), 24 CFR 984.303(g) (Completion of the CoP)) and</p>	<p>Contract of Participation</p> <p>All families enrolled in the FSS program will be required to sign a Contract of Participation (CoP) that includes an Individual Training and Services Plan (ITSP). This section describes the contents of the CoP and Housing Supportive Services policies and practices regarding the CoP.</p> <p>A. Form and content of contract</p> <p>The CoP, which will incorporate one ITSP for each participating member of the family, sets forth the principal terms and conditions governing participation in the FSS program. These include the rights and responsibilities of the FSS family and of Housing Supportive Services, the services to be provided to, and the activities to be completed by, each adult member of the FSS family who elects to participate in the program.</p> <p>B. ITSP goals</p> <p>Each individual’s ITSP will establish specific interim and final goals by which Housing Supportive Services and the family will measure the family’s progress towards fulfilling its obligations under the CoP. For any FSS family that is a recipient of welfare assistance at the outset of the CoP or that receives welfare assistance while in the FSS program, the ITSP will establish as a final goal that every member of the family become independent from welfare assistance before the expiration of the CoP. The ITSP of the head of FSS family will also include as a final goal that they seek and maintain suitable employment. The FSS Coordinator will work with each participating individual to identify additional ITSP goals that are relevant, feasible and desirable. Any such additional goals will be realistic and individualized.</p>
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Remember, graduation due to a 30% of a family's income being equal to or greater than the FMR for the unit to which they are entitled has been REMOVED and should not appear in your revised Action Plan.

24 CFR 984.304(d) (Contract of Participation Extension).

Policy Decisions: In completing this section, you will need to make the following policy decisions:

1. Whether and under what circumstances to grant extensions of FSS CoPs.
2. Acceptable methods for documenting completion of CoPs. (Select the appropriate option.)
3. Timing limitations (if any) on when participants may modify their ITSPs. (Select the appropriate option.)
4. Policies on the consequences of non-compliance with the terms of the CoP.

C. Determination of suitable employment

As defined in the FSS regulations (24 CFR 984.303(4)(iii)), a determination of what constitutes “suitable employment” for each family member with a goal of seeking and maintaining it will be made by Housing Supportive Services, with the agreement of the affected participant, based on the skills, education, job training and receipt of other benefits of the family member and based on the available job opportunities within the community.

D. Contract of Participation term and extensions

The CoP will go into effect on the first day of the month following the execution of the CoP. The initial term of the CoP will run the effective date through the five-year anniversary of the first reexamination of income that follows the execution date. The Head of the FSS Household may request up to two one-year extensions and are required to submit a written request that documents the need for the extension. Housing Supportive Services will grant the extension if it finds that good cause exists to do so. In this context, good cause means:

- (i) Circumstances beyond the control of the FSS family, as determined by Housing Supportive Services, such as a serious illness or involuntary loss of employment.
- (ii) Active pursuit of a current or additional goal that will result in furtherance of self-sufficiency during the period of the extension (e.g. completion of a college degree during which the participant is unemployed or under-employed, credit repair towards being homeownership ready, etc.) as determined by the Housing Supportive Services or
- (iii) Any other circumstances Housing Supportive Services determines warrants an extension.

E. Completion of the contract

The CoP is completed, and a family's participation in the FSS program is concluded when the FSS household has fulfilled all its obligations under the CoP, including all family members' ITSPs, on or before the expiration of the contract term. The head of the FSS family must provide appropriate documentation that each of the ITSP goals has been completed. Housing Supportive Services' FSS program will accept the following form of verification for completion of the ITSP goals:

Option 3: Housing Supportive Services will require a combination of self-certification and third-party verification to document completion of ITSP goals. These would include but are not limited to paycheck stubs, credit report and evidence of completion of financial education class.

F. Modification

The Housing Supportive Services' FSS program and the FSS family may mutually agree to modify the CoP with respect to the ITSP and/or the contract term, and/or designation of the head of FSS household. All modifications must be in writing and signed by the Housing Supportive Services FSS program as well as the Head of FSS Family.

Housing Supportive Services will allow for modifications to the CoP under the following circumstances:

When the modifications to the ITSP improve the participant's ability to complete their obligations in the CoP or progress toward economic self-sufficiency

When the designated head of the FSS family ceases to reside with other family members in the assisted unit, and the remaining family members, after consultation with the Housing Supportive Service FSS program, designate another family member to be the FSS head of family

When a relocating family is entering the FSS program of a receiving **PHA** and the start date of the CoP must be changed to reflect the date the new CoP is signed with the receiving **PHA**

Other: When circumstances beyond the head of the FSS family control impact their ability to complete the ITSP as it is written.

Option 1: Housing Supportive Services will allow modifications at any time during the term of the CoP

	<p>G. Consequences of noncompliance with the contract</p> <p>Participant non-compliance with the CoP may result in termination from the FSS program. See policies on Involuntary Termination in Section X(A).</p>
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X. Program Termination, Withholding of Services, and Available Grievance Procedures

<p>Instructions: Describe your FSS program’s policies for terminating or withholding supportive services or FSS participation for failure to comply with the Contract of Participation. Include a description of the grievance and hearing procedures available to FSS families.</p> <p>(See 24 CFR 984.201(d)(9) and FSS Guidebook Section 2.3 Contract of Participation and Individual Training and Services Plan)</p> <p>Policy Decisions: In completing this section, you will need to make the following policy decisions:</p> <ol style="list-style-type: none"> 1. Your FSS program’s approaches and procedures assessing and executing involuntary termination from the FSS program. 2. Your FSS program’s policy on voluntary terminations. 3. Your FSS program’s grievance procedures, including timelines, 	<p>Program Termination</p> <p>A. Involuntary Termination</p> <p>Housing Supportive Services may involuntarily terminate a family from FSS under the following circumstances:</p> <ol style="list-style-type: none"> I. If the participant fails to meet their obligations under the Contract of Participation, the Individual Training and Services Plan and related documentation. Non-compliance includes: <ol style="list-style-type: none"> i. Missing scheduled meetings, failure to return phone calls, and/or maintain contact after written notification of non-compliance ii. Failure to work on activities and/or goals set forth in the Individual Training and Services Plan, including employment activities iii. Failure to complete activities and/or goals within the specified time frames; and/or II. If the participant’s housing assistance has been terminated. <p>Participants who fail to meet their obligations under paragraph I above, as determined by an FSS Coordinator, will be given the opportunity to attend a required meeting with the FSS Coordinator or assigned Housing Supportive Services representative to review the situation. At this meeting, a review of the Contract of Participation, Individual Training and Services Plan, 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 Coordinator to schedule this meeting within fourteen (14) days of a written request by the FSS program to set up this a meeting or failure by the FSS Head of Household to attend this meeting without some type of correspondence to clarify the issue(s), may lead to termination from the program. The FSS Coordinator will also attempt to contact the participant via mail, via phone, text, home visit in person and/or email prior to the review meeting.</p>
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<p>modes of communication, settings, and individuals involved.</p>	<p>Participants who remain out of compliance after this meeting will be subject to termination from the FSS program.</p> <p>If the initial meeting does not resolve the problem, or if the meeting is not requested by the family within the required period, notification of termination will be made to the family by letter stating:</p> <ol style="list-style-type: none"> 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 <i>Grievance Procedures</i>); 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. The current amount of escrow in the family’s escrow account will be included in the letter. <p>B. Voluntary Termination</p> <p>Participants may also be terminated from the FSS program under the following circumstances:</p> <ul style="list-style-type: none"> • Mutual consent of both parties; and/or • The family’s withdrawal from the program. <p>C. Termination with Escrow Disbursement</p> <p>In most cases, families whose FSS contracts are terminated will not be entitled to disbursement of their accrued FSS escrowed funds. However, the CoP will be terminated with FSS disbursement when one of the following situations occurs:</p> <ol style="list-style-type: none"> (i) Services that the Housing Supportive Services FSS program and the FSS family have agreed are integral to the FSS family’s advancement towards self-sufficiency are unavailable. (ii) The Head of FSS family becomes permanently disabled and unable to work during the period of the contract, unless the Housing Supportive Services FSS Program Coordinator and the FSS family determine that it is possible to modify the contract to designate a new Head of tFSS family.
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(iii) An FSS family in good standing moves outside the jurisdiction of the PHA (in accordance with portability requirements at 24 CFR §982.353) for good cause, as determined by the PHA, and continuation of the CoP after the move, or completion of the CoP prior to the move, is not possible.

D. Grievance Procedures

All requests for an informal hearing must be received by Housing Supportive Services FSS program Coordinator within fourteen (14) business days of the date of the FSS termination letter. 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 mail.

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

- The FSS head of household;
- The FSS Coordinator; and
- Housing Supportive Services’ staff members, other than FSS program staff, serving as the Hearing Officer

All participants have the right to obtain legal representation and provide their witnesses.

The family may request to reschedule a hearing for good cause, or if it is needed as 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 in writing within (5) days prior to the hearing date.

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 emergency, the family must contact Housing Supportive Services within 24 hours of the scheduled hearing date, excluding weekends and holidays. Housing Supportive Services will then reschedule the hearing. The Hearing Officer will issue a written decision to the family within ten (10) business days after the hearing. The decision made by the Hearing Officer will be final. Housing Supportive Services reserves the right to overturn the Hearing Officer’s decision only in the event that the decision is contrary to the organization’s written policies.

XI. Assurance of Non-Interference

<p>Instructions: Include a statement here that provides an assurance that a family’s election not to participate in the FSS program will not affect the family’s participation in the rental assistance program.</p> <p>(see FSS Guidebook Section 1.2 What is FSS and Why is it Important?)</p>	<p>Assurance of Non-Interference</p> <p>Participation in the FSS program is voluntary. A family’s decision on whether to participate in FSS will have no bearing on the Housing Supportive Services’ decision of whether to admit the family into the Housing Supportive Services program. The family’s housing assistance will not be terminated based on whether they decide to participate in FSS, their successful completion of the CoP, or on their failure to comply with FSS program requirements.</p> <p>Housing Supportive Services will ensure that the voluntary nature of FSS program participation is clearly stated in all FSS outreach and recruitment efforts.</p>
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XII. Timetable

<p>Instructions: Provide a schedule for program implementation and for filling all FSS slots with eligible FSS families.</p> <p>Separate options have been provided for FSS programs that have already started or have not yet started.</p> <p><i>If you don’t know the year you first started, remember, this is SAMPLE plan. “Since the late 1990’s” “for many years” etc. are valid alternatives to indicate that you have already established a program.</i></p> <p>(see FSS Guidebook Section 2.2 Outreach and Enrollment)</p>	<p>Timetable</p> <p><input checked="" type="checkbox"/> Option 1: Housing Supportive Services implemented its FSS program in 1993 and will continue to implement it per this FSS Action Plan.</p> <p>All slots will be filled within 6 months of approval of this Action Plan from HUD.</p>
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XIII. Reasonable Accommodations, Effective Communications, and Limited English Proficiency

<p>Instructions: Reasonable accommodations and effective communications for persons with disabilities are required by federal law. While there is no specific requirement in the program regulations to describe in the FSS Action Plan the agency’s policy on reasonable accommodations and effective communications, inclusion of this section in the Action Plan can be helpful for reinforcing the commitment of the PHA/owner to these important policies. The sample plan also describes the agency’s commitment to meeting the needs of people with Limited English Proficiency.</p>	<p>Reasonable Accommodations, Effective Communications and Limited English Proficiency Requirements</p> <p>Requests for Reasonable Accommodations</p> <p>A person with disabilities may request reasonable accommodations to facilitate participation in the FSS program. Requests will be considered on a case-by-case basis.</p> <p>Requests should be made initially to the FSS Coordinator. If a family is not satisfied with the FSS Coordinator’s response, the family may submit a request in writing in accordance with the agency’s reasonable accommodations policy. The policy is available online at https://www.phoenix.gov/housing/</p> <p>Request for Effective Communications</p> <p>A person with disabilities may request the use of effective communication strategies in order to facilitate participation in the FSS program. Examples include appropriate auxiliary aids and services, such as interpreters, computer-assisted real time transcription (CART), captioned videos with audible video description, visual alarm devices, a talking thermostat, accessible electronic communications and websites, documents in alternative formats (e.g., Braille, large print), or assistance in reading or completing a form, etc.</p> <p>Requests should be made initially to the FSS Coordinator. If a family is not satisfied with the FSS Coordinator’s response, the family may submit a request in writing in accordance with the agency’s effective communications policy. The policy is available online at /</p> <p>Limited English Proficiency</p> <p>Housing Supportive Services will comply with HUD requirements to conduct oral and written communication related to the FSS program in languages that are understandable to people with Limited English Proficiency. For more information, see the Limited English Proficiency policy available online at https://www.phoenix.gov/housing/</p>
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XIV. Coordination of Services

XIV.A Coordination of Services (PHAs only)

<p>Instructions: Certify that the development of the services and activities scheduled to be provided under the FSS program has been coordinated with public and private providers, including with programs under title I of the Workforce Innovation and Opportunity Act 29 U.S.C. 3111 et seq and other relevant employment, childcare, transportation, training, education, and financial empowerment programs in the area. In this certification, you should further specify that implementation will continue to be coordinated with these local public and private providers to avoid duplication of services.</p> <p>Note: PHAs should include here a description of the Program Coordinating Committee. (This provision does not apply to multifamily owners.)</p> <p>(See 24 CFR 984.201(d)12, 24 CFR 984.202 and FSS Guidebook Sections 3.3 Referrals to Service Providers and 6.1 Building Partnerships)</p>	<p>Coordination of Services</p> <p>A. Certification of Coordination</p> <p>Development of the services and activities under the FSS program has been coordinated with programs under title I of the Workforce Innovation and Opportunity Act 29 U.S.C. 3111 et seq., and other relevant employment, childcare, transportation, training, education, and financial empowerment programs in the area. Implementation will continue to be coordinated, in order to avoid duplication of services and activities.</p> <p>B. Program Coordinating Committee</p> <p>The principal vehicle for ensuring ongoing coordination of services is the program coordinating committee (PCC), which has been established in accordance with FSS regulations to assist in securing commitments of public and private resources for the operation of the FSS program. Among other responsibilities, the PCC will help the FSS program to identify and build strong referral relationships with providers of supportive services that meet the needs of FSS participants. The PCC will also be consulted in developing program policies and procedures. The HSS Program and the Housing Department has an established Housing Coalition of Service Providers (CSP) that has been in existence since 2002. The CSP consists of multiple City programs, community social service, workforce, education and health care partners; property management staff of existing housing sites; other local government programs and residents. The Housing Supportive Services FSS program is currently a member of a county wide PCC committee. Staff will continue to attend the county wide PCC committee. The CSP will develop a FSS PCC subcommittee to meet quarterly.</p> <p>The PCC will meet quarterly and may conduct business on an as-needed basis via email or telephone conferences. The PCC includes the following representatives:</p> <ol style="list-style-type: none">1. One or more FSS Program Coordinators2. One or more participants from each HUD rental assistance program served by the FSS program.
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3. Representatives from a variety of agencies and individuals, which include but are not limited to the following:

Agency	Agency Contact
AARP	Maria Ramirez Trillo
Ability 360	Darrel Christenson
Aquila Youth	Rosemary Ybarra-Hernandez
Arizona Center for Youth Resources	Sharlet Barnett
Arizona Facts of Life	Yolanda Robinson
ARIZONA@WORK	Sandra Enriquez
ASU College of Nursing and Health Innovation	Kristen Lockwood
ASU School of Social Work	Cynthia Peters
Boys and Girls Club of Metro Phoenix	Samantha Henson
Candelen	Norma Gopher
Chandler Family Self Sufficiency	Vickie Ellexon
Chicanos Por La Causa	Pedro Cons
City of Phoenix Parks and Rec	Mike Francis
CVS Mobile health Units	Marcia Montepeque
Department of Economic Security	April Jones
Desert Mission Living Well	Jennifer Quillin
Dress for Success	Mary Crawford
Dunlap & Magee	Julian Penz
Equality Health	Maria Rebozo
Esperanca	Xochitil Wilson
Father Matters	Jessica Beresford
First Things First	Jeanine Bashir
Friendly House	Jose Vaquera
Gateway Community	Katy Mendoza
Girl Scouts of Arizona	Susan Murphy
Goodwill of Arizona	Chris Menapace
Greater Phoenix Urban League	Natalie Alvarez

Gregory's Fresh Market	Diana Gregory
Harmon Library	Keith Feldt
Head Start	Patricia Kirkland
Health Choice	Lupe Campos
Honor Health	Mercedes De Oro
Jewish Family Children Services	Linda Scott
Maricopa County	Cherelle Chancellor
Maricopa County Superior Court	Rebecca Reyna Gastelum
Maximus	Mandy Mach
McCormack Baron	Inke Yu
Mesa FSS	Lisa Flores
Mission of Mercy	Paula Carvalho
Native Connections	Ruben Soliz
Neighborhood Ministries	Manuela Sheehan
New Leaf	Martha White
Newton	Karen Lynch
No Dreams Lost Foundation	Zipporah Amie
Phoenix Elementary School District	Dr. Deborah Gonzalez
Phoenix Rescue Mission	Pamela Morrison
Phoenix Revitalization	Eva Olivas
Pilgrims Rest	Roshwandra Carnes
Quadel	Elenia Sotelo
Scottsdale FSS- Gabrielle Alexander	Gabrielle Alexander
Southwest Behavioral health Services	Lynda Wood
Southwest Human Development	Shirley Velasquez
SRP	Bonnie Temme
Sr. Joseph the Worker	Dean Scheinert
St. Mary's Food Banks	Annette Martinez/Leigh Orlando Ward
St. Vincent De Paul	Maria Silva

	Tempe Family Self Sufficiency	Carmen Jacks
	Trellis	Teresa Torres
	UMom	Mila Valle
	UofA Public Health Practice and Transitional Research	Alma Ramirez
	US Vets	Keith Root
	Valle Del Sol	Adilene Felix

XIV.B Coordination of Services (Multifamily owners only)

<p>Instructions: Provide a statement indicating whether there is an existing PCC that serves the area where the property is located.</p> <p>If there is an existing PCC where the property is located, provide a statement indicating whether it is available for you to work with.</p> <p>Note: If your FSS program has made good-faith attempts to reach out to the existing PCC about joining and has received an unfavorable response/no response, then the existing PCC is not considered available.</p> <p>If there is a PCC that is available for your program to work with, provide a statement indicating whether your program will work with the existing PCC or start your own.</p> <p>If there is NO existing PCC that is available for your FSS program to</p>	<p>Coordination of Services</p> <p><i>[Instructions: select either Option 1, Option 2, Option 3, Option 4 or Option 5 depending on how you plan to handle coordination with any PCC operating in the area. Under each option, select the item(s) that apply].</i></p> <p><input type="checkbox"/> [Option 1]</p> <p>The <i>[add name]</i> PCC serves the area in which the <i>[add property name]</i> is located and the PCC and the owner have agreed that the PCC will work with the owner to coordinate the provision of services.</p> <p><input type="checkbox"/> [Option 2]</p> <p>The <i>[add name]</i> PCC serves the area in which the <i>[add property name]</i> is located but is not available to work with the owner to coordinate the provision of services. The <i>[organization]</i> will therefore establish its own PCC, as described below.</p> <p><input type="checkbox"/> [Option 3]</p> <p>The <i>[add name]</i> PCC serves the area in which the <i>[add property name]</i> is located but is not available to work with the owner to coordinate the provision of services. In lieu of establishing its own PCC, the <i>[organization]</i> will coordinate services as follows: <i>[describe here]</i></p> <p><input type="checkbox"/> [Option 4]</p> <p>No existing, available PCC serves the area in which the <i>[add property name]</i> is located. The <i>[organization]</i> will therefore establish its own PCC, as described below.</p>
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<p>join, provide a statement indicating whether you plan to start your own.</p> <p>Note: If there is no available PCC, your program is not required to start its own but is encouraged to do so. If you choose not to start a PCC, HUD encourages you to develop an alternative approach allowing you to get regular feedback from service providers and FSS participants.</p> <p>(See 24 CFR 984.202, and FSS Guidebook Sections 3.3 Referrals to Service Providers and 6.1 Building Partnerships)</p> <p>Policy Decision:</p> <ol style="list-style-type: none"> Whether you will use a PCC or an alternative method of coordinating services and how the PCC/coordination process will work. 	<p><input type="checkbox"/> [Option 5]</p> <p>No existing, available PCC serves the area in which the <i>[add property name]</i> is located. In lieu of establishing its own PCC, the <i>[organization]</i> will coordinate services as follows: <i>[describe here]</i></p> <p>Program Coordinating Committee</p> <p><i>[Complete this section if you plan to work with an existing PCC or establish your own PCC. Feel free to modify the sample policy as needed. If you do not plan to work with a PCC, delete this section.]</i></p> <p>The principal vehicle for ensuring ongoing coordination of services is the program coordinating committee (PCC), which has been established to assist in securing commitments of public and private resources for the operation of the FSS program. Among other responsibilities, the PCC will help the FSS program to identify and build strong referral relationships with providers of supportive services that meet the needs of FSS participants. The PCC will also be consulted in developing program policies and procedures.</p> <p>The PCC will meet <i>[identify frequency]</i> and may conduct business on an as-needed basis via email or telephone conferences. The PCC includes the following representatives:</p> <ol style="list-style-type: none"> One or more FSS Program Coordinators One or more participants from the <i>[property name]</i> Representatives from a variety of agencies and individuals, which include but are not limited to the following: <p style="text-align: center;"><<insert names and agencies>></p>
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XV. FSS Portability (Applicable to HCV Only)

<p>Instructions: While not specifically required by the federal program regulations, it can be helpful to</p>	<p>Portability</p> <p>A. Portability in initial 12 months</p>
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include a section describing how the program will approach portability. (see 24 CFR 984.306 and FSS Guidebook Section 6.7 Portability in the FSS Program)

Policy Decisions: In completing this section, you will need to make the following policy decision:

1. Whether your FSS program will allow portability in the first 12 months of enrollment.
2. Under what circumstances your FSS program will accept FSS participants porting into your FSS program from another jurisdiction's FSS program.
3. Under what circumstances your FSS program will agree to a family porting into your agency's jurisdiction to remain in the initial agency's FSS program (provided that the initial PHA agrees to retain the family in its program and demonstrates that the family meets conditions under 24 CFR 984.306(b)1 to fulfill its responsibilities under the initial CoP).

Option 1: While Housing Supportive Services is not required to allow FSS participants to exercise portability within the initial 12 months after signing a CoP, it is the policy of the Housing Supportive Services to allow for portability within this period to the extent feasible.

B. Moves into the PHA's jurisdiction

If an FSS participant moves into the PHA's jurisdiction, they will be admitted in good standing into the Housing Supportive Services' FSS program unless the Housing Supportive Services is already serving the number of FSS families identified in this FSS Action Plan and determines that it does not have the resources to manage the FSS contract.

Regardless of whether Housing Supportive Services is able to receive an incoming family from another jurisdiction into the FSS program, Housing Supportive Services will agree to allow and support porting families to remain in their initial PHA's FSS program after porting housing vouchers if the initial PHA requests that the family remain in the initial FSS program and can demonstrate the family is able to fulfill its responsibilities under the initial CoP, the move in jurisdictions notwithstanding.

C. FSS termination with disbursement for porting families

If an FSS family seeks to move to a jurisdiction that does not offer an FSS program, Housing Supportive Services' FSS program will closely examine the family's progress to determine if it would be appropriate to exercise FSS Termination with Disbursement as discussed above in the section on Termination.

Where continued FSS participation is not possible, Housing Supportive Services' FSS program will discuss the options that may be available to the family, depending on the family's specific circumstances, which may include, but are not limited to, modification of the FSS contract, termination of the FSS contract and forfeiture of escrow, termination with FSS escrow disbursement in accordance with 24 CFR § 984.303(k)(1)(iii), or locating a receiving PHA that has the capacity to enroll the family into its FSS program.

XVI. Other Policies

<p>Instructions: Describe any other FSS program-related policies over which your program has discretion that are not covered above.</p> <p>The Sample Action Plan lists the local discretionary policies specifically identified under the section “optional additional information” in 24 CFR 984.201(d)13 and specifies in which section of this sample action plan each is included. Including a table like this one in your Sample Action Plan will make it easier to find policies that could be included under more than one heading.</p>	Other Policies	
	Policy	Where Addressed in Plan
	(i) Policies related to the modification of goals in the ITSP;	Section IX Contract of Participation
	(ii) The circumstances in which an extension of the Contract of Participation may be granted	Section IX: Contract of Participation
	(iii) Policies on the interim disbursement of escrow, including limitations on the use of the funds (if any)	Section VI: FSS Escrow Account and Other Incentives for Participants
	(iv) Policies regarding eligible uses of forfeited escrow funds by families in good standing	Section VI: FSS Escrow Account and Other Incentives for Participants
	(v) Policies regarding the re-enrollment of previous FSS participants, including graduates and those who exited the program without graduating	Section IV. Family Selection Procedures
	(vi) Policies on requirements for documentation for goal completion;	Section IX: Contract of Participation
	(vii) Policies on documentation of the household’s designation of the “Head of FSS Household;	Section IV. Family Selection Procedures
	(viii) Policies for providing an FSS selection preference for porting families (if the PHA elects to offer such a preference)	Section IV: Family Selection Procedures
A. Other Policies		

XVII. Definitions

Definitions

The definitions below are specified in CFR 24 984.103. The terms 1937 Act, Fair Market Rent, Head of Household, HUD, Public Housing, Public Housing Agency (PHA), Secretary, and Section 8, as used in this part, are defined in 24 CFR Part 5.

Certification means a written assertion based on supporting evidence, provided by the FSS family or the Housing Supportive Services, as may be required under this part, and which:

- (1) Shall be maintained by the Housing Supportive Services in the case of the family's certification, or by HUD in the case of the PHA's or owner's certification;
- (2) Shall be made available for inspection by HUD, Housing Supportive Services, and the public, as appropriate; and,
- (3) Shall be deemed to be accurate for purposes of this part, unless the Secretary or Housing Supportive Services, as applicable, determines otherwise after inspecting the evidence and providing due notice and opportunity for comment.

Contract of Participation (CoP) means - a contract, in a form with contents approved by HUD, entered into between an FSS family and a Housing Supportive Services operating an FSS Program that sets forth the terms and conditions governing participation in the FSS Program. The CoP includes all Individual Training and Services Plans (ITSPs) entered into between Housing Supportive Services and all members of the family who will participate in the FSS Program, and which plans are attached to the CoP as exhibits. For additional detail, see § 984.303.

Effective date of Contract of Participation (CoP) - means the first day of the month following the date in which the FSS family and the PHA entered into the CoP.

Eligible families means current residents of Public Housing (Section 9) and current Section 8 program participants, as defined in this section, including those participating in other local self-sufficiency programs.

Enrollment means the date that the FSS family entered into the CoP with the Housing Supportive Services.

Family Self-Sufficiency (FSS) Program means the program established by a PHA within its jurisdiction or by an owner to promote self-sufficiency among participating families, including the coordination of supportive services to these families, as authorized by section 23 of the 1937 Act.

FSS escrow account (or, escrow) means the FSS escrow account authorized by section 23 of the 1937 Act, and as provided by § 984.305.

FSS escrow credit means the amount credited by the Housing supportive Services to the FSS family's FSS escrow account.

FSS family means a family that resides in Public Housing (Section 9) or receives Section 8 assistance or receives HUD Project-Based Rental Assistance for a privately owned property, and that elects to participate in the FSS Program, and whose designated adult member (head of FSS family), as determined in accordance with § 984.303(a), has signed the CoP.

FSS family in good standing means, for purposes of this part, an FSS family that is in compliance with their FSS CoP; has either satisfied or are current on any debts owed the Housing Supportive Services; and is in compliance with the regulations regarding participation in the relevant rental assistance program.pro

FSS related service program means any program, publicly or privately sponsored, that offers the kinds of supportive services described in the definition of “supportive services” set forth in this § 984.103.

FSS slots - refers to the total number of families (as determined in the Action Plan and, for mandatory programs, in § 984.105 of this part) that the PHA will serve in its FSS Program.

FSS Program Coordinator means the person(s) who runs the FSS program. This may include (but is not limited to) performing outreach, recruitment, and retention of FSS participants; goal setting and case management/coaching of FSS participants; working with the community and service partners; and tracking program performance.

FY means Federal Fiscal Year (starting October 1 and ending September 30, and year designated by the calendar year in which it ends).

Head of FSS family means the designated adult family member of the FSS family who has signed the CoP. The head of FSS family may, but is not required to be, the head of the household for purposes of determining income eligibility and rent.

Individual Training and Services Plan (ITSP) means a written plan that is prepared by the Housing Supportive Services in consultation with a participating FSS family member (the person with, for, and whom the ITSP is being developed), and which sets forth:

- (1) The final and interim goals for the participating FSS family member;
- (2) The supportive services to be provided to the participating FSS family members;
- (3) The activities to be completed by that family member; and,
- (4) The agreed upon completion dates for the goals and activities.

Each ITSP must be signed by the Housing Supportive Services and the participating FSS family member, and is attached to, and incorporated as part of the CoP. An ITSP must be prepared for each adult family member who elects to participate in the FSS Program, including the head of FSS family who has signed the CoP.

Owner means the owner of multifamily assisted housing.

Self-sufficiency means that an FSS family is no longer receiving Section 8, Public Housing assistance, or any Federal, State, or local rent or homeownership subsidies or welfare assistance. Achievement of self-sufficiency, although an FSS program objective, is not a condition for receipt of the FSS escrow account funds.

Supportive services mean those appropriate services that a Housing Supportive Services will coordinate on behalf of an FSS family under a CoP, which may include, but are not limited to:

- (1) *Childcare*—childcare (on an as-needed or ongoing basis) of a type that provides sufficient hours of operation and serves an appropriate range of ages;

- (2) *Transportation*—transportation necessary to enable a participating FSS family member to receive available services, or to commute to their place(s) of employment;
- (3) *Education*—remedial education; education for completion of high school or attainment of a high school equivalency certificate; education in pursuit of a post-secondary degree or certificate;
- (4) *Employment Supports*—job training, preparation, and counseling; job development and placement; and follow-up assistance after job placement and completion of the CoP;
- (5) *Personal welfare*—substance/alcohol abuse treatment and counseling, and health, dental, mental health and health insurance services;
- (6) *Household management*—training in household management;
- (7) *Homeownership and housing counseling*— homeownership education and assistance and housing counseling;
- (8) *Financial Empowerment*—training in financial literacy, such as financial coaching, training in financial management, asset building, and money management, including engaging in mainstream banking, reviewing and improving credit scores, etc.;
- (9) *Other services*—any other services and resources, including case management, optional services, and specialized services for individuals with disabilities, that are determined to be appropriate in assisting FSS families to achieve economic independence and self-sufficiency. Reasonable accommodations and modifications must be made for individuals with disabilities consistent with HUD requirements, including HUD’s legal obligation to make reasonable modifications under Section 504 of the Rehabilitation Act.

Welfare assistance means (for purposes of the FSS program only) income assistance from Federal, (i.e. Temporary Assistance for Needy Families (TANF) or subsequent program) State, or local welfare programs and includes only cash maintenance payments designed to meet a family’s ongoing basic needs. Welfare assistance does not include:

- (1) Nonrecurrent, short-term benefits that:
 - (i) Are designed to deal with a specific crisis or episode of need;
 - (ii) Are not intended to meet recurrent or ongoing needs; and,
 - (iii) Will not extend beyond four months.
- (2) Work subsidies (i.e., payments to employers or third parties to help cover the costs of employee wages, benefits, supervision, and training);
- (3) Supportive services such as childcare and transportation provided to families who are employed;
- (4) Refundable earned income tax credits;
- (5) Contributions to, and distributions from, Individual Development Accounts under Temporary Assistance for Needy Families (TANF);

- (6) Services such as counseling, case management, peer support, childcare information and referral, financial empowerment, transitional services, job retention, job advancement, and other employment-related services that do not provide basic income support;
- (7) Amounts solely directed to meeting housing expenses;
- (8) Amounts for health care;
- (9) Supplemental Nutrition Assistance Program and emergency rental and utilities assistance;
- (10) Supplemental Security Income, Social Security Disability Income, or Social Security; and
- (11) Child-only or non-needy TANF grants made to or on behalf of a dependent child solely on the basis of the child's need and not on the need of the child's current non-parental caretaker.