

**HOUSING AUTHORITY OF THE CITY OF SHREVEPORT  
(AUTHORITY)  
2500 LINE AVENUE  
SHREVEPORT, LOUISIANA 71104**

**COMMUNITY SERVICES PROGRAM  
POLICY AND PROCEDURES**

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**I. EFFECTIVE DATE**

The effective date of this policy shall be October 1, 2003 as mandated by

The United States of America Congress Quality Housing Work Responsibility Act (QWHRA) of 1998.

**II. POLICY STATEMENT**

The Purpose and or objectives of the policy are:

- A. To define and establish the how the community service and economic self-sufficiency programs will be administered to the residents.
- B. To set forth the Authority's expectations of the personnel who is responsible for administering, and of the residents, for whom the program is geared to effect, by providing guidelines, and documents for appropriate use.

**III. APPLICABILITY**

This policy applies to all staff member and residents who are in direct relations with the community service program.

## IV. Background

### COMMUNITY SERVICES

Community Service and Economic Self-Sufficiency provisions are intended to assist adult residents in improving their own and their neighbors' economic and their social well-being, and give residents a greater stake in their communities.

The provision requires performing at least 8 hours of volunteer services, participating in economic self-sufficiency programs, or performing a combination of both each month.

The term community service is defined in 24CFR960.601 as the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities. Community service or self-sufficiency activities performed by residents must not be substituted for work ordinary performed by Housing Authority employees, or replace a job at any location where residents perform a activities to satisfy the service requirement (24 CFR 960-609).

- Community Service participants serve low-income communities and families across the country. Participants of community service work and live in the communities they serve, creating or expanding programs that can continue after they complete their service. Community service participants are assigned to local project sponsors and focus on building community capacity, mobilizing community resources, and increasing self-reliance.
- Community Service participants participates in local service programs operated by not-for-profit organizations, local and state governmental entities, Indian tribes, territories, institutions of higher education, local school and police districts, and partnerships among any of the above. Participants serving in these programs help meet communities' critical education, public safety, environmental, and other human needs.
- Community Service is an 8-hour, residential program operated directly by the Housing Authority of the City of Shreveport (Authority). A service-learning approach that is

integrated throughout all service projects includes planned activities and training.

1. Getting Things Done through direct and demonstrable service that helps solve community problems in the areas of education, public safety, environment and other human needs.
2. Strengthening Communities by bringing together individuals of all ages and backgrounds in the common effort to improve our communities.
3. Encouraging Responsibility by enabling participants to explore and exercise the responsibilities toward their communities, their families, and themselves.
4. Expanding Opportunity by enhancing participants educational opportunities, job experience, and life skills.

## **ECONOMIC SELF-SUFFICIENCY**

Economic self-sufficiency program is defined in 24 CFR 5.603 as any program “designed to encourage, assist, train, or facilitate the economic independence of HUD-assisted families or to provide work for such families. “These programs include job training, employment counseling, work placement, basic skills training, education, English proficiency, workfare, financial or household management, apprenticeship, and any programs necessary to ready a participant for work (including a substance abuse or mental health program) or other work activities.

## **V. How will the Community Service and Self-Sufficiency Provision be implemented?**

### **HA Responsibilities**

#### **I. COMMUNITY SERVICE REQUIREMENT IN PUBLIC HOUSING LEASE**

##### **A. DWELLING LEASE AGREEMENTS**

On or after the effective date of the Housing Authority Community Service Program Policy, the community service requirement will be included in the Housing Authority of the City of Shreveport (Authority) Dwelling Lease Agreement as a provision of

the lease. The Central Processing Department will identify residents who are not exempt from the community service requirement.

At least 90 days prior to the annual renewal of a family's lease, the Public Housing Manager (PHM) shall submit to the Resident Service Office Coordinator (RSC) and Case Managers (CM) a status report on whether participants of the family are exempt from, or in compliance with the community service requirements. The RSC and CM will provide the Authority's Community Service Program Director, on a monthly basis, a current list of residents who are subject to this requirement and whether they are in compliance.

During annual re-examination, the PHM will utilize the compliance information received from the RSC and CM in its review to determine whether the family's lease will be renewed. Any non-exempt family participant not in compliance will be contacted by PHM and requested to sign a Compliance Agreement/Make-Up Agreement prior to lease renewal. The Compliance Agreement/Make-Up Agreement shall stipulate that the resident will satisfy all community service hours within the next twelve months. The PHM shall retain, and properly file the original agreement. Copies of the agreement shall be forwarded to the family's head of household, the resident (if not head of household), and the RSC and CM, who will monitor compliance with the agreement.

Should any non-compliant family participant fail to accept the terms of the agreement, to fulfill his/her obligation under the agreement, or otherwise breach the terms of the agreement, the PHM shall take any and all necessary action to terminate the lease.

If, during the course of annual re-examination, a family participant is found to have violated a signed Compliance Agreement/Make-Up, then the family's lease will not be renewed unless the non-compliant family participant is no longer a part of the household.

## **B. NOTIFICATION TO RESIDENTS OF COMMUNITY SERVICE PROGRAM**

Prior to annual re-examination, the Community Service Department will send written notification to each resident advising him or her of the community service requirement. Said notification shall describe the eight-hour per month requirement, exemptions, and the consequences of failure to comply with the requirement. The notification shall further advise families that their community service obligation will begin on the date of

their first annual reexamination or after the effective date of this policy. It will further advise them that failure to comply with the community service requirement will result in ineligibility for continued occupancy at the time of any subsequent annual reexamination. In addition, the notification shall advise the residents of their rights to claim an exempt status.

### **C. NOTICE TO RESIDENTS OF REQUIREMENTS TO PARTICIPATE**

Those who are determined to be non-exempt will be notified at move-in and or re-certification. Residents who dispute that they are required to participate shall be afforded a reasonable opportunity to produce proper documentation to support their claim of exemption. Failure to provide sufficient documentation refuting the original determination will uphold the original status, thereby, maintaining that resident's status as non-exempt. The documentation should be submitted to the RSC and CM.

The RSC and CM shall examine all documents submitted by the resident(s) disputing their non-exempt status and, whenever necessary, contact the appropriate employer or agency to obtain further verification. Residents shall be notified in writing of this determination. Residents who are determined by the RSC and PHM to be non-exempt at this stage may appeal to the Authority's Community Services Coordinator within 10 days for a second review. The Community Service Coordinator shall review these documents originally submitted to the RSC and PHM and respond within 15 days with final determination.

Residents who are required to participate (non-exempt residents) shall execute a "Participation Agreement" with the RSC and PHM for file. This agreement shall stipulate the general terms and conditions of the Community Service Program, as well as the rights and privileges of the resident who enters into the agreement. It should be noted that exempt residents, though not required may participate in the Economic Self-Sufficiency segment of the Community Service Program.

## **II. COMMUNITY SERVICE AND ECONOMIC SELF-SUFFICIENCY PLAN**

### **A. ORIENTATION/SKILLS ASSESSMENT**

Upon execution of the Participation Agreement, participants will undergo an orientation with the Case Manager that will set forth the general requirements and options available in the satisfying the requisite 8 hours per month (non-cumulative). Basic Skills Assessments will be conducted with each participant in an effort to determine which

program path best suits each individual. Participants are given the first option of choosing their community service placement. If participant request or ever becomes non-compliant, the case manager will assign the placement.

Participants shall receive credit hours for attending the orientation and completing the skills assessment in satisfaction of the Community Service Program requirement.

## **B. PLACEMENT**

At the participant's request and for non-compliance placement services will be provided that are directly related, as determined by the skills assessment, to the enhancement of their personal and /or professional skills. For example, a participant who reads at a low literacy level will be offered Adult Literacy Training. Similarly, Job Readiness Training will be offered to those who are about to enter into the workforce, while those who may need skills training will be placed into a training program that will lead to a marketable skill. The goal is to provide participants with the tools necessary to secure employment.

Participants who elect the community service component will undergo a special orientation on volunteering. The purpose of this orientation is to fully explain to the participants the expectations of participating agencies, as well as the procedures for reporting completed hours of service. Participants will also complete a Community Service Interest Form. This will assist in pairing participants with agencies that provide goods or services that fall within each individual participant's scope of interest.

After completing the skills assessment orientation and the community service interest forms, participants will be ready for community service placement. The coordinator will negotiate a Memoranda of Understanding between participating agencies and the Authority. The coordinator and case managers will also monitor the participant's progress and address any issues or problems that may arise during the course of his or her placement. The placement agencies will verify attendance and hours of community service performed.

## **C. PROCEDURE FOR CHANGE IN STATUS/ NEW TENANCY**

Residents will be notified of the community service program requirements when the following conditions occur. This will enable continued monitoring of the objectives of the program to ensure compliance. The

following outlines the reciprocal duties of the PHM and the CM in the event there is a change in resident status or tenancy.

1. When a resident's community service status has changed: This may occur when a resident who was previously exempt from the community service requirement is no longer exempt (e.g., change in work status), or when a resident who was previously required to comply with this requirement becomes exempt. The PHM, when notified or otherwise informed of such changes shall notify the case managers. Likewise, the case managers, when notified or otherwise informed of such changes, shall notify the PHM. If there is a dispute, the coordinator will determine whether the resident's status under this policy has been affected.

a. Residents who move from exempt to nonexempt status shall receive written notification from the case managers of such change, the ways in which the requirement may be fulfilled, and the consequences of noncompliance. The resident will be placed on the list of mandatory community service participants that the Authority and case managers shall maintain.

2. When new residents move into public housing or when there are additions/deletions to the lease, under such circumstances, the PHM will screen to determine exempt or nonexempt status and shall forward the names of the new resident to the case managers who will conduct orientation and skills assessment.

#### **D. NOTIFICATION OF NON-COMPLIANCE**

The CM shall issue the first notice of noncompliance to any family determined to be in noncompliance of the community service requirement. The notice will advise families of their rights to dispute such determination, the established grievance procedure, and the Authority's intent to terminate the lease unless the family participant(s) enter into a Compliance Agreement/Make-Up Agreement at or before the re-certification.

#### **E. OPPORTUNITY TO CURE NON-COMPLIANCE**

The Authority shall offer the family participant(s) the opportunity to enter into a Compliance Agreement prior to the anniversary date of the lease. The agreement shall state that the family member agrees to enter into an economic self-sufficiency program, or contribute to community service for

as many hours as needed to comply with this requirement during the period in question.

The opportunity to cure non-compliance shall occur within the twelve-month period in question beginning on the date the Compliance Agreement is executed. In the event that the "cure period" and new twelve-month period run concurrently, community service or self-sufficiency hours accumulated shall count toward the delinquent hours only. At no time will a resident be allowed to "double count" community service hours.

The case managers and coordinator shall assist the non-compliance resident with identifying acceptable community service and/or economic self-sufficiency activities. Placement assistance will be provided based on skill level and proximity, at the CM direction, not the participants. The CM will track compliance on a monthly basis.

If any family member fails to accept the terms of the agreement, does not fulfill his/her obligation to participate in either a community service or an economic self-sufficiency program, or falls behind in their obligation under the agreement to perform the requisite community service hours; the Authority shall take action to terminate the lease.

## PROGRAM MANAGEMENT

### Participant Orientation

Participant orientation is critical for preparing participants to begin their terms of service. In order to facilitate participants learning and retaining this vital knowledge, it is strongly encouraged that materials are presented in multiple formats. In particular, program rules, including prohibited activities, should be presented orally as well as in writing, with opportunities for discussions and questions.

### Community Service: The Big Picture

- The importance of getting things done
- The meaning of community
- The doors of opportunity that will open through service
- The responsibilities that individuals have to themselves, their families, their community, and their nation

### Program Rules and Regulation

- Drug Free Workplace Act
- Sexual harassment and other discrimination issues
- Grievance procedure
- Safety protocol
- Prohibited activities
- Rules of Conduct
- Making up missed service hours
- Program operating policies
- Timesheets (must be signed by participant and supervisor)
- Staff and member roles
- Understanding the objectives of the program

### Member Training

Programs are required to provide participants with the training and skills, and knowledge they need to perform well in the assigned service project.

### Member Files

#### Documentation in Member Files

You are required to certify each participant's enrollment, number of hours of service performed, and completion of terms of service. Records must show that a participant performed the 96 hours of service.

Supervisors and the Community Service Coordinator should conduct periodic reviews of participant files to ensure that service hours are being accurately tracked, that adequate documentation exists to verify all hours being applied and that participant files are current and complete.

#### Required documentation for participant files:

- Application Form
- Signed member contract
- Start and end dates
- Hours of service (supported by timesheets and attendance records), location of service activities, and project assignments.
- Documentation of any disciplinary action; and
- Demographic and other information for use in program evaluations.
- Skills Assessment
- Monthly documentation notes

## SHA COMMUNITY SERVICE PROGRAM GUIDELINES

### The Community Service Ethic

The Centerpiece of the Community Service ethic is getting things done – improving communities by helping solve problems in the areas of education, public safety, the environment and other human needs. Other key aspects of the ethic are strengthening communities and developing participants' opportunities and civic responsibility.

### The Community Service Participant Application

Community Service participants will be assigned to appropriate program areas based upon information contained in the application form, interviews and references as the program deems appropriate.

### The Community Service Orientation

Orientation sessions for staff, site supervisors, and participants shall include a discussion on the national scope of Community Service.

The orientation shall also include an explanation of how the community service fits into the Community Service network of local service programs.

### Post Service Job Referrals

Community Service Programs are not required to provide job referrals for Community Service participants. However, many programs feel a responsibility to work with their Community Service participants throughout the year and especially toward the end of the term of service on advancing participants' career and educational goals. Activities can range from offering assistance with resume writing and preparation of college applications, to working with local employers to arrange job interviews or job placements.

### Participants vs. Employees

The definition of participant in the National and Community Service Act of 1990, as amended, applies to what is generally termed Community Service participants. As such, "a participant shall not be considered to be an employee of the in which the participant is enrolled." Moreover, participants are not allowed to perform an employee's duties or otherwise displace employees.

### Participants as Independent Contractors

Participants cannot be treated as independent contractors. They are enrolled in the program to perform direct community service. Programs are responsible for training and supervising participants, for assigning service activities, for supporting and evaluating performance, for safeguarding safety, and providing liability coverage (to be determined).

Community Service programs may not permit a participant to fill in for an absent employee. By law, participants may not under any circumstances perform services, duties, or activities that had been assigned to an employee or to an employee who has recently resigned or has been discharged. Programs may not use a participant in a way that will displace an employee or position or infringe on an employee's promotional opportunities.

### Criminal or Juvenile Record

Because the eligibility of individuals with criminal records has not been restricted, programs must make case-by-case determinations. However, if a program provides service in particularly sensitive areas, such as working with young children, you shall consider whether the participation of individuals with certain criminal backgrounds would have a significant negative impact on the physical or psychological health of either participants or individuals served.

Similarly, programs shall consider carefully the impact of participant by an individual convicted of a violent felony or an offense related to the project activities (for example, someone with a burglary record where the program repairs the homes of elderly residents). The same recommendations apply for someone adjudicated as a juvenile offender.

Programs shall be aware that some states have laws related to placing individuals with criminal records in activities involving children. Program

could be held liable for any negative consequences resulting from inadequate screening of participants in particularly sensitive areas. This also could affect a program's ability to obtain appropriate liability protection. Thus, the provisions require programs with participants or employees who have substantial contact with children (as defined by state law) or who perform services in the homes of children or individuals considered vulnerable by the program, to conduct criminal record checks on these participants or employees as part of the screening process, to the extent permitted by state and local law.

### Former Employees

In general, programs may not select a participant who is or has been employed by a prospective program sponsor within six months of the time of enrollment in the program.

### Nondiscrimination Laws

You may not discriminate against any participant, program staff, or service recipient on the basis of race, color, national origin, religion, sex, age, political affiliation, or disability. Under federal law, programs are required to conduct a self-evaluation regarding accessibility for individuals with disabilities and for discrimination on the basis of sex. You must also comply with applicable state nondiscrimination laws.

## **SUPERVISION**

### Participant Contracts

The participant contract is the document that explains to a participant his or her responsibilities and rights as a community Service participant in a specific program. To provide clarity and prevent subsequent participant issues, CM shall review with the individuals the contract during orientation and have participants sign their contract. A copy of the each participant's signed contract must be kept in the participant's file.

The contract shall explain the participant's rights and responsibilities, and must include at a minimum:

- the minimum number of hours and other requirements, as dictated by the program, necessary for lease renewal;
- standards of conduct and sanctions for improper conduct;
- prohibited activities;
- requirements under the Drug Free Workplace Act;
- termination and suspension rules (including the specific circumstances under which a participant can be released for cause);
- a position description for the participant and grievance procedures;
- The program shall also include as part of the contract:
- The start and end dates of the participant's term on service (these dates shall correspond to the dates entered in the participant's file;
- The name of the participant's supervisor;
- The project assignment and service activities;
- Activity performance standards;
- An informed consent form and;
- Any other requirements established by the program.
- Prohibited Activities:
- There are certain activities – including lobbying, political, religious, or advocacy activities – that Community Service participants and staff may not perform in the course of their duties, while charging time to the community Service program, or at the request of program staff.
  
- The list of prohibited activities includes:
- Participating in efforts to influence legislation, including state or local ballot initiatives, or lobbying for your program;
- Organizing a letter-writing campaign to Congress;
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- Voter registration drives;
- Organizing or participating in protests, petitions, boycotts, or strikes;

- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in religious instruction;
- Conducting worship services;
- Providing instruction as part of a program that includes mandatory religious instruction or worship;
- Constructing or operating facilities devoted to religious instruction or worship;
- Maintaining facilities primarily or inherently devoted to religious instruction or worship;
- Engaging in any form of religious proselytizing;
- Providing a direct benefit to a for profit entity, a labor union, a partisan political organization, or an organization engaged in religious activities;
- Participating in activities that pose a significant safety risk to participants; and fundraising.
  
- Examples of activities that would fit into one of the above listed prohibited activities include:
  - Taking part in political demonstrations or rallies;
  - Participating in an internship with a for profit business as part of the education and training component of a program; or
  - Leading children in singing religious hymns.

However, community Service participants, like any other private citizens, may participate in any of the above activities on their own time, at their own expense, and at their own initiative. Program staff must also be able to document that their lobbying activity is separate and distinct from community service activity.

## Fundraising

In general, community Service participants cannot assist their organizations with major fundraising efforts. However, policy permits some limited activities related to fundraising by Community Service participants to the extent that such activities:

- “provide immediate and direct support to a specific and direct service activity; fall within the program’s approved direct service objectives; are not the primary activity of the program; and do not involve significant amounts of time for any participant.”

For example, participants may:

- Solicit supplies from local businesses for the direct service project e.g., solicit several cans of paint from a store near a work site to meet a need.
- Organize an occasional "serv-a-thon" in which participants recruit individuals to obtain sponsors in advance of an approved direct service event.

### Participant Confidentiality/Informed Consent Form

Information about individual participants must be kept confidential. Authorized participant information shall be released only to authorized recipients (such as the Social Service Agency Participants or Local TANF Office).

General or as required by law (such as pursuant to a subpoena or search warrant). To protect the program, prior written consent must be obtained of all participants before using their names, photographs, and other identifying information for publicity or promotional purposes.

Participant information must be released to the participating agency, the Local TANF Office, and authorized program evaluators.

### Drug Free Workplace

The Drug Free Workplace Act in 45 C.F.R. requires you to give notice about the Act to your employees and participants and to conduct a drug free awareness program. Compliance with this provision shall be documented in the program operation files and in each participant's file.

If an employee or participant is arrested for or convicted of a drug offense, he or she must notify Housing Authority in writing with five days appropriate actions must be taken (including suspension and referral to a drug rehabilitation program, or release for cause consistent with the Shreveport Housing authority rules on termination and suspension of service).

### Jury Duty

Serving on a jury is an important responsibility of citizenship. To strengthen the spirit of citizenship, participants shall be encouraged to serve jury duty and may not be penalized for doing so.

## Participant Safety

### Safety Precautions to Protect Participants

Programs must have appropriate safeguards in place to ensure the safety of participants. Further, participants may not participate in projects or undertake service activities that pose a significant safety risk.

### Specific Safety Procedures

The Shreveport Hosing Authority does not have a specific safety procedure that programs must follow. The "Participant Safety Protocol" requires programs to establish appropriate policies related to the supervision of participants and mandates specific training (such as the proper use of power tools) to minimize risks to participants. In addition, the Protocol specifically prohibits programs from placing participants in situations where they will witness crimes, get involved in the arrest process, or handle legal evidence.

## **Voting**

### Organizing Voter Registration Drives

The Shreveport Housing Authority does not recognize voter registration drives as an acceptable service activity for Community Service participants. Even non-partisan voter registration efforts are prohibited.

### Participants Registering to Vote and Voting

Programs shall encourage eligible participants to register to vote. Programs may not require participants to register or to vote, or attempt to influence how participant vote.

Participants who are unable to vote before or after service hours shall be allowed to do so during their service time. That time may be made up on another day.

### Participant Death/Serious Injury

If a participant dies or is seriously injured while in service, the program director or designee shall immediately notify the Executive Director of the Shreveport Housing Authority. The program director shall give the Executive Director as much information as possible including the participant's name, home address, and phone number, next of kin, and the circumstances of the death or injury.

Release of a Participant from the Program may occur for:

- compelling personal circumstances; or
- cause.

Releasing for Compelling Personal Circumstances

If a participant wants to leave the program, the participant has the primary responsibility for demonstrating that compelling personal circumstances prevent him or her from completing their term of service. You have the authority to determine whether or not the participant's reason for leaving is a "compelling personal circumstance." Programs must document the basis for any determination that compelling personal circumstances prevent the participant from completing the term of service.

Consequences of releasing a participant for compelling personal circumstances:

- As an alternative to releasing a participant, the program may, after determining that compelling personal circumstance exist, suspend the participant's term of service for up to six months (or longer if approved by the Shreveport Housing Authority based on extenuating circumstances) to allow the participant to complete service with same or a similar Community Service program at a later time.

Compelling personal circumstances include:

1. Those that are beyond the participant's control, such as, but not limited to:
  - A. A participant's disability or serious illness;
  - B. Disability, serious illness, or death of a participant's family member, if it makes completing a term unreasonably difficult or impossible; or
  - C. Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such

- as a natural disaster, a strike, relocation, of a spouse, or the nonrenewable or premature closing of a project or program,
2. Those that Shreveport Housing Authority has, for public policy reasons, determined as such, including:
    - A. Military service obligations;
    - B. Acceptance by a participant of an opportunity to make the transition from welfare to work; or
    - C. Acceptance of an employment opportunity (of 30 hours weekly or more) by a participant serving in the program.

Compelling personal circumstances do not include leaving a program:

1. Because of dissatisfaction with the program.

### Releasing a Participant for Cause

A release for cause encompasses any circumstances other than compelling personal circumstances that warrant an individual's release from compelling a term of service.

These could include anything from disciplinary removals pursuant to the program's contract with the participant, to the participant's decision to leave for any reason that is not a compelling personal circumstance. The term "for cause" does not necessarily have the same meaning as under traditional employment law. Any reason for leaving other than compelling personal circumstances is for cause under the National and Community Service Act 1990 as amended.

Community Service programs must release for cause any participant who is convicted of a felony or the sale or distribution of a controlled substance during a term of service.

Consequences of releasing a participant for cause:

- An individual who is released for cause must disclose this fact in any subsequent applications to participate in a Community Service program. In every case where a participant leaves a program, you must submit an End of Term/Exit Form.

The director's reasons for the determination shall be as specific and detailed as possible, and shall be consistent with the regulations noted.

A participant charged with a crime during a term of service:

If a participant is charged officially with a felony, you must suspend him or her without receiving credit for missed hours. This is a minimum requirement. He or she may resume service if found not guilty or if the charge is dropped. If convicted, he or she must be released for cause.

## ATTACHMENTS

### Community Service Tenant File

The Community Service file will contain all information pertinent to the community service program. The Community Service file will be maintained by the case manager is assigned to work with the participant.

After the participant completes the move in process, and it is determined they are eligible for community service, they will be referred to the Resident Service Office to meet with the case manager. The case manager will complete the skills assessment and development a community service plan.

## ATTACHMENT

### Community Service Compliance Check List

The PHM will be responsible for completing the forms attached to the Community Service Check List at move in and/or re-certification. After completing the move in process, and determining the resident eligible for community service, the PHM will refer the participant to the community service case manager.

Prior to re-certification, the PHM shall inquire from the community service case manager the participant's compliance status.

The documents attached to the Compliance Check List are to be filed in the resident's permanent file.

## ATTACHMENT Sample Letters

The sample letter are attached demonstrate what procedure will be used to implement the community service with the community partners.

Final Notice sample letter is attached to demonstrate the notification process from the PHM prior to starting the eviction process.

Notice of Eviction sample letters will demonstrate what the eviction letter that will be used to file in court for non-compliance.

ATTACHMENT

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FOR YOUR REVIEW

BY  
TERRI HINES