



"Exploring New Horizons to Create Better Communities"

Equal Housing-Equal Employment

HOUSING AUTHORITY OF THE CITY OF COCOA

828 Stone Street Cocoa, FL 32922

(321) 636-8535 Fax: (321) 632-4729

www.haccfl.com

PROCEDURES FOR TRACKING COMMUNITY SERVICE

Please note: It is crucial in order to track the community service requirement that the proper code be input into the computer on the Family Screen where the attribute for community service resides.

General Requirements

New Move-Ins: It is the responsibility of the management staff to provide new move-ins a copy of the Community Service Policy, have the family sign the exemption certification or sign the compliance certification, and determine whether any family members are required to perform community service in accordance with the Community Service Policy. Upon initial lease-up, any family member required to perform community service should be coded in the computer as "3" which stands for pending. The elderly and the disabled (those disabled as per the definition set forth by the Social Security Administration) should be coded in the computer as "4" for exempt. Individuals who are working a minimum of 30 hours a week, are the primary caretaker of an elderly or disabled individual, are participating in a welfare to work program, meet the requirements for being exempt from engaging in work under TANF or another state welfare program, or are a member of a family receiving assistance, benefits or services of a state welfare to work program should also be coded in the computer as "4" for exempt. *All exemption or compliance certifications should be filed behind the dwelling lease.*

- (A) Interims and reexaminations: It is the responsibility of management staff to provide a copy of the Community Service Policy and have the family sign the compliance certification or the exemption certification if the family circumstances has changed and the family is either exempt from community service, (for example, a family member required to perform community service becomes employed) or is required to begin community service, (for example, an exempt family member becomes unemployed) the appropriate codes should be entered into the computer, a "3" for pending or a "4" for exempt.



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Tracking of Families

(A) Quarterly, the Director of Resident Management shall forward to the Community Services Program (CSP) Coordinator a list of the families that are required to perform community service. The CSP Coordinator shall be responsible for notifying families of the community service requirements and provide a list of agencies seeking volunteers. The CSP Coordinator shall distribute the forms used to track hours of community service performed. Five days before the end of each month, if the family has met the community service requirement, the code in the computer for the family status should be changed to "1" for in compliance. If no reporting form is received, the family code should be changed to "2" for non-compliance. Those families not in compliance will be sent a warning letter by the CSP Coordinator. Once processing is complete, a copy of all forms and letters shall be sent to the management office to be placed in the file with the dwelling lease. This process shall proceed on a quarterly basis with continued monitoring of the families requiring community service and the monthly changing of the appropriate computer code.

If, at the end of the initial 12-month lease term under which a family member is subject to the community service requirement, the PHA finds the family member to be noncompliant, the PHA will issue the Notice of Non-Compliance. The PHA will not renew the lease unless:

- The head of household and any other noncompliant resident signs the Notice of Non-Compliance and agrees to make up the deficient hours over the next twelve (12) month period; or
- The family provides written documentation satisfactory to the PHA that the noncompliant family member no longer resides in the unit.

If, at the end of the next 12-month lease term, the family member is still not compliant, a 30-day notice to terminate the lease will be issued and the entire family will have to vacate, unless the family provides written documentation satisfactory to the PHA that the noncompliant family member no longer resides in the unit.