



Quincy Housing Authority

80 Clay Street
Quincy, Massachusetts 02170-2799

**Public Housing
And
Housing Choice Voucher
Family Self Sufficiency Action Plan**

Table Of Contents

I. Introduction	Page 2
II. Program Objectives	Page 2
III. Program Size and Characteristics	Page 2-3
A. Family Demographics	Page 3
B. Support Services Needed	Page 3
C. Estimate of Participating Families	Page 3
D. Other Self Sufficiency Programs	Page 3
IV. Family Selection Process	Page 2
A. Wait List	Page 2
B. Admission Preference	Page 3
C. Screening for Motivation	Page 3
D. Compliance with Non Discriminatory Policies	Page 4
E. Re-Enrollment of Prior FSS Participants	Page 4
F. Head of FSS Family	Page 4
V. Outreach	Page 4
VI. FSS Escrow Account and Other Incentives	Page 5
A. Incentives	Page 5
B. Interim Disbursement	Page 5
C. Use of Fortified Escrow	Page 5
VII. Family Activities and Support	Page 5
VIII. Identifying Family Support Needs & Delivering Appropriate Support Services	Page 5
A. Identifying Family Support Needs	Page 5
B. Delivering Appropriate Support Services	Page 5-6
IX. Contract of Participation	Page 6
A. Form and Content of Contract	Page 6
B. ITSP Goals	Page 6
C. Determination of Suitable Employment	Page 6
D. Contract of Participation terms and Extensions	Page 6
E. Completion of Contract	Page 6
F. Modification	Page 6
G. Consequences of Non Compliance	Page 6
X. Program Termination, Withholding of Services & Available Grievance Procedures	Page 6
A. Involuntary Termination	Page 6-7
B. Voluntary Termination	Page 7
C. Termination with Escrow Disbursement	Page 7
D. Grievance Procedures	Page 7
XI. Assurance of Non Interference	Page 8
XII. Timetable	Page 8
XIII. Reasonable Accommodations	Page 8
A. Request for Reasonable Accommodations	Page 8
B. Request for Effective Communication	Page 8
C. Limited English Proficiency	Page 8
XIV. Coordination of Service	Page 8
A. Certification of Coordination	Page 8
B. Program Coordinating Committee	Page 8
XV. FSS Portability	Page 9
XVI. Definitions	Page 9
Exhibits	Page 10

I. Introduction

This document constitutes the Family Self Sufficiency (FSS) Program Action Plan for the FSS program operated by the Quincy Housing Authority. It was submitted to HUD on September 26, 2022. 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.

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. This FSS Action Plan describes the Quincy Housing Authority's 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. The FSS program and the functions and responsibilities of PHA staff are consistent with the Quincy Housing Authority personnel policy and agency plan.

II. Program Objectives

The Quincy Housing Authority's FSS program seeks to help families make progress toward economic security by supporting the family's efforts to:

- Increase their earned income
- Build financial capability
- Achieve their financial goals

III. Program Size and Characteristics

A. Family Demographics

These tables describe the demographics of the population expected to be served by the Quincy Housing Authority's Action Plan.

The FSS program will serve the following housing assistance programs:

- Housing Choice Vouchers (HCV):
 - Tenant-Based Vouchers
 - Project-Based Vouchers (PBV)
 - HCV Homeownership
 - VASH, EHV
- Moderate Rehabilitation
- Section 8 Public Housing

Housing Choice Voucher	1499 Vouchers	Public Housing	638 Units Occupied 14 Vacancies
Male Female	369 1130	Male Female	294 344
Elderly Non Elderly	590 909	Elderly Non Elderly	426 212
Disabled Non Disabled	582 917	Disabled Non Disabled	167 471
Race (HCV)	Percentage (HCV)	Race (PH)	Percentage (PH)
White	61%	White	44%
Black	27%	Black	7%
Asian	11%	Asian	47%
Other	1%	Other	2%
Ethnicity (HCV)	Percentage (HCV)	Ethnicity (PH)	Percentage (PH)
Hispanic or Latino	10%	Hispanic or Latino	4%
Non-Hispanic or Latino	89%	Non-Hispanic or Latino	96%
Declined to Answer	1%	Declined to Answer	0%

Income Guidelines (HCV)	% of Median (HCV)	Income Guidelines (PH)	% of Median (PH)
Extremely Low Income 30% of Median Income	1250	Extremely Low Income 30% of Median Income	552
Very Low 50% of Median Income	203	Very Low 50% of Median Income	63
Low 80% of Median Income	42	Low 80% of Median Income	23
Not Low	4	Vacancies	14

B. Supportive Services Needs

This list of supportive services needs is based on experience with past FSS or other supportive service program participants and input from the PCC or other service provider partners. The following is a list of the supportive service needs of the families expected to enroll in the Quincy Housing Authority FSS program:

- 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
- 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

C. Estimate of Participating Families

Over time, the Quincy Housing Authority hopes to serve all families who are interested in participating in the FSS Program. The number of spaces available in the program 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 permits.

In recent years, the Quincy Housing Authority has been funded for one FSS coordinator. The minimum number of participants that was originally required to be served based on this funding was for 100 Participants. Historically, the Quincy Housing Authority’s FSS program has enrolled on average 10 new families into the FSS program each year. Accordingly, Quincy Housing Authority expects to be able to provide FSS Services to 50 families over a five-year period in addition to current participants.

In accordance with CFR §984.105, the Quincy Housing Authority has a remaining FSS program mandate to serve 50 families. This is our best estimate currently, and it includes the mandate for both the Public Housing program and the HCV program and counts graduates from both programs. Therefore, as of the time of preparation of this Action Plan, the Quincy Housing Authority expects to be able to serve at minimum 55 families in the FSS program at any one time.

D. Other Self-Sufficiency Programs

No families from other self-sufficiency programs are expected to enroll in the FSS program.

IV. Family Selection Procedures

A. Waiting List

The Quincy Housing Authority wait 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, the date of their application and pertinent information provided at time i.e., job, childcare struggles, transportation concerns.

B. Admissions Preferences

The FSS program has not adopted any admissions preferences. Families will be selected based on the date the family expressed an interest in participating in the FSS program

C. Screening for Motivation.

The Quincy Housing Authority will screen families for motivation to participate in the FSS program by requiring those who apply to enroll in the FSS program attend 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 orientation 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 the Quincy Housing Authority 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 or perceived gender identity and sexual orientation. In addition, the Quincy Housing Authority’s FSS staff will, upon request, provide reasonable accommodation to persons with disabilities to ensure they are able to take advantage of the services provided by the FSS program (See Requests for Reasonable Accommodations on Page 8).

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. At all times, the Quincy Housing Authority 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 the Quincy Housing Authority’s FSS program:

- 1) FSS program graduates: One year post graduation with new goals to be obtained
- 2) FSS participants who have withdrawn voluntarily: 90 days post termination
- 3) Families involuntarily terminated: 90 days post termination
- 4) Family members who were not Heads of FSS Family previously

F. Head of FSS Family

The head of the FSS family is designated by the participating family. The Quincy Housing Authority 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 requested by the household to the Head of FSS Family must be submitted to the Quincy Housing Authority in writing in addition to a form developed by the Quincy Housing Authority acknowledging the change.

V. Outreach

The Quincy Housing Authority will conduct widespread outreach to encourage enrollment in the FSS program. Outreach efforts will include the activities identified through the boxes below: Interpreters will be used as needed and clients may contact staff to express interest in person, via our telephone number or by email.

Outreach Methods	Frequency
Posting information about FSS on the Quincy Housing Authority’s website	Currently Advertised Update as Needed
Posting FSS program flyers in locations likely to be seen by eligible families	Information pamphlets available at all QHA locations
Providing information about the FSS program during scheduled reexaminations	Yearly
Providing information about the FSS program at voucher orientation sessions	At Briefing
Holding well-publicized information sessions about FSS	Yearly
Providing information about the FSS program to eligible families by mail	As Needed
Other: Community Resources	Upon Referral

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, the Quincy Housing Authority 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 individuals who wish to participate are able to do so.

VI. 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 Quincy Housing Authority, are described below:

A. Additional Incentives

While the Quincy Housing Authority's 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 valuable for FSS program participants.

B. Interim Disbursements

The Quincy Housing Authority will allow interim disbursement 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 be made verbally or in writing and may be made through the term of the Contract of Participation (CoP). Examples of potentially eligible activities include, but are not limited to, payments for post-secondary education, job training, 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 a member of the Executive Leadership team of the Quincy Housing Authority. 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.

C. Uses of forfeited escrow 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 PHA Executive Leadership will consider the available funds and make a determination.

At the discretion of the FSS coordinator, forfeited escrow funds may be considered in lieu of an interim escrow disbursement 90 days post CoP execution and up to 90 days prior to scheduled expiration of CoP.

Forfeited escrow funds for eligible uses listed below may be requested by:

- Quincy Housing Authority
- Head of the FSS family

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

- Purchasing a Vehicle, request made on a case by case basis.
- Child Care, request made on a case by case basis.
- Training for Participants, request made on a case by case basis.
- Employment or Education Costs, request made on a case by case basis.
- Training for FSS Staff, request for funding must be approved by PHA Executive Leadership.

VII. Family Activities and Support Services

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: *Please see Exhibit A on Page 10 for further information.*

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

A. Identifying Family Support Needs

To help determine the supportive services needs of each family, the FSS coordinator will work with the family to complete an initial informal 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 formal needs assessments. 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.

The formal assessments may lead to adjustments to the Individual Training Service Plan, if requested by the family.

B. Delivering Appropriate Support Services

All families who participate in the FSS program will be assigned an FSS coordinator that will provide coaching services to help each participating family:

- 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.
- Overcome obstacles in the way of achieving a family's goals.
- Access services available in the community through referral to appropriate service providers.
- Transitional supportive service assistance.

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, the Quincy Housing Authority 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.

IX. Contract of Participation

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 the Quincy Housing Authority's policies and practices regarding the CoP.

A. Form and Content of Contract

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 the Quincy Housing Authority, 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.

B. ITSP Goals

Each individual's ITSP will establish specific interim and final goals by which the Quincy Housing Authority 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 Quincy Housing Authority 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.

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 the Quincy Housing Authority, 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. Families may request up to two one-year extensions and are required to submit a written request that documents the need for the extension. Quincy Housing Authority 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 the Quincy Housing Authority, 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 Quincy Housing Authority

E. Completion of the contract

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

The Quincy Housing Authority will require a combination of self-certification and third-party verification to document completion of ITSP goals.

F. Modification

The Quincy Housing Authority 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 Quincy Housing Authority as well as the Head of FSS Family.

The Quincy Housing Authority will allow modifications at any time during the term of the CoP and will allow for modifications to the CoP under the following circumstances:

- o When the modifications to the ITSP improve the participant's ability to complete their obligations in the CoP or progress toward economic self-sufficiency
- o 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 Quincy Housing Authority, designate another family member to be the FSS head of family
- o 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

G. Consequences of noncompliance with the contract

Participants non-compliance with the CoP may result in termination from the FSS program. See policies on Involuntary Termination in Section X(A).

X. Program Termination, Withholding of Services, and Available Grievance Procedures

A. Involuntary Termination

The Quincy Housing Authority may involuntarily terminate a family from FSS under the following circumstances:

- 1) If the participant fails to meet their obligations under the Contract of Participation, the Individual Training and Services Plan and related documentation.
- 2) Non-compliance includes missing scheduled meetings, failure to return phone calls, and/or maintain contact after written notification of non-compliance.
- 3) Failure to work on activities and/or goals set forth in the Individual Training and Services Plan, including employment activities.
- 4) Failure to complete activities and/or goals within the specified time frames.
- 5) If the participant's housing assistance has been terminated.

Participants who fail to meet their obligations under paragraph above, as determined by an FSS coordinator, will be given the opportunity to attend a required meeting with the FSS Coordinator or assigned Quincy Housing Authority 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 Head of the FSS Family 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 phone, text, in person and/or email prior to the review meeting. Participants who remain out of compliance after this meeting will be subject to termination from the FSS program.

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:

- 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 *Grievance Procedures below in Section D*).
- 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.

B. Voluntary Termination

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

- 1) Mutual consent of both parties.
- 2) The family's withdrawal from the program.

C. Termination with Escrow Disbursement

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:

- 1) Services that the Quincy Housing Authority and the FSS family have agreed are integral to the FSS family's advancement towards self-sufficiency are unavailable.
- 2) The head of the FSS family becomes permanently disabled and unable to work during the period of the contract, unless the Quincy Housing Authority and the FSS family determine that it is possible to modify the contract to designate a new head of the FSS family.
- 3) 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 the Quincy Housing Authority 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.
- Quincy Housing Authority 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 the Quincy Housing Authority within 24 hours of the scheduled hearing date, excluding weekends and holidays. The Quincy Housing Authority 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. The Quincy Housing Authority reserves the right to overturn the Hearing Officer's decision only if the decision is contrary to the organization's written policies.

XI. Assurance of Non-Interference

Participation in the FSS Program is voluntary. A family's decision on whether to participate in FSS will have no bearing on the Quincy Housing Authority's decision of whether to admit the family into Federal Housing Programs. 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. Quincy Housing Authority will ensure that the voluntary nature of FSS program participation is clearly stated in all FSS outreach and recruitment efforts.

XII. Timetable

The Quincy Housing Authority implemented its FSS Program in 2000 and will execute the new guidelines from the final Rule as noted in this FSS Action Plan. The FSS program will resume enrolling participants under this updated action plan upon Quincy Housing Authority receiving notification of HUD's approval.

XIII. Reasonable Accommodations, Effective Communications, and Limited English Proficiency

A. Requests for Reasonable Accommodations

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. 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.quincyha.com/policies/>.

B. Request for Effective Communications

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. 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 <https://www.quincyha.com/policies/>.

C. Limited English Proficiency

The Quincy Housing Authority 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 Language Access Plan policy available online at <https://www.quincyha.com/policies/>.

XIV. Coordination of Services

A. Certification of Coordination

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.

B. Program Coordinating Committee

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 PCC will meet biannually and may conduct business on an as-needed basis via email or telephone conferences. The PCC includes the following representatives:

1. One or more FSS Program Coordinators
2. Staff from the Quincy Housing Authority who work with other HUD programs i.e., ROSS
3. Representatives from a variety of agencies which include but are not limited the following:

Baystate Social Services	City of Quincy Constituent Services
DOVE	Germantown Neighborhood Center/ South Shore YMCA
Hingham Housing Authority	Hingham Council on Aging
Interfaith Social Services	Norfolk Sheriff Department
Quincy Career Center	Quincy College
Quincy Asian Resources	Thomas Crane Library
Quincy Community Action Program	
Training Resources of America	

XV. FSS Portability

FSS participants may not exercise portability within the initial 12 months after signing a CoP. If an FSS participant moves into the PHA's jurisdiction, they will be admitted in good standing into the Quincy Housing Authority's FSS program unless the Quincy Housing Authority 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 the Quincy Housing Authority can receive an incoming family from another jurisdiction into the FSS program, the Quincy Housing Authority will agree to allow and support porting families to remain in their initial PHA's FSS program. If after porting housing vouchers 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.

If an FSS family seeks to move to a jurisdiction that does not offer an FSS program, the Quincy Housing Authority 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, the Quincy Housing Authority 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. Definitions

Seek: Is defined as making progress towards activities, interim goals and final employment goals as set out in the ITSP. The participant must demonstrate this progress by meeting at least quarterly with the FSS Case Manager and reporting/verifying progress thereof.

Suitable Employment: Is defined in this FSS Action Plan as employment that is outlined in the ITSP of the FSS Contract of Participation and is based on the skills, education, and job training of the FSS Head of Family. In addition to the above listed criteria, "suitable" employment will be determined by the QHA FSS Coordinator, after consulting with the head of FSS family, and will be determined based on the skills, education, and job training of the participant, and available job opportunities in the area.

Welfare: HUD defines welfare specifically for the FSS program in their guiding documents. Welfare is defined as income assistance from Federal or State welfare program and includes only cash maintenance payments designed to meet a family's ongoing basic needs. It does not include food stamps, Social Security payments, Medicaid, or similar benefits.

Exhibit A

<u>Supportive Service Category</u>	<u>Specific Service</u>	<u>Source/Partner</u>
Assessment	Vocational Assessment Educational	Quincy College Interfaith Social Services Quincy Career Center Training Resources of America
Child Care	Infant Care /Toddler /Preschool Care Afterschool Care Homework Assistance	Quincy Community Action Program Germantown Neighborhood Center/ South Shore YMCA
Education	High School Equivalency/GED English as a Second Language Post-secondary certificates Advanced Degrees	Quincy College Interfaith Social Services Quincy Career Center Training Resources of America Thomas Crane Library
Skills Training	Basic Skills Training On-the-Job Training Self-Advocacy	Quincy Career Center Training Resources of America Quincy Community Action Program
Job Search Assistance	Resume Preparation Interviewing Skills Dress for Success Workplace Skills	Quincy Career Center Training Resources of America Quincy Community Action Program
Health/Mental Health Care	Primary care Mental Health Services Health Insurance Advising	Manet Community Health Center Baystate Social Services WICC
Crisis Services	Crisis Assessment Crisis Intervention Crisis Management Crisis Resolution	Manet Community Health Center Baystate Social Services DOVE Norfolk Sheriff's Office
Household Management	Training in Household Management	Germantown Neighborhood Center/ South Shore YMCA
Homeownership Preparation	Homeownership Education Housing Counseling Down payment Assistance Other Homeownership Assistance	Quincy Community Action Program
Financial Empowerment	Financial education Financial coaching Banking services Training in money management	Quincy Community Action Program Interfaith Social Services