

KNOXVILLE'S COMMUNITY DEVELOPMENT CORPORATION

HOUSING CHOICE VOUCHER PROGRAM

FAMILY SELF SUFFICIENCY

ACTION PLAN

JULY 1, 2019

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FAMILY SELF-SUFFICIENCY PROGRAM  
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**Introduction**

The implementation of a Family Self-Sufficiency Program (FSS) is mandated by the National Affordable Housing Act of 1990. All public/Indian housing authorities that receive additional Section 8 Existing and/or conventional public housing units in FY 1993 and subsequent years must implement an FSS program. The objective of the FSS program is to promote economic self-sufficiency among participating families by reducing the dependency of low-income families on welfare assistance and on public and Section 8 housing assistance. References to the Public Housing Family Self-Sufficiency program have been removed from this plan because that program has been discontinued.

The housing authority is responsible for fulfilling its traditional role of providing subsidized housing. Additionally, the authority must establish an FSS program that provides assistance to participating families to obtain education, skills, and employment necessary to achieve self-sufficiency. The housing authority may leverage public and private sector resources to provide supportive services that assist families to achieve economic independence.

Knoxville’s Community Development Corporation (KCDC) voluntarily established a Family Self-Sufficiency program in 1990. This program was designed to meet the FSS Guidelines and has been revised to comply with the Family Self-Sufficiency Final Rule effective May 27, 1994. Effective July 1, 2018, KCDC adopted a voluntary FSS program which will not exceed 50 FSS participants. The Action Plan is reviewed yearly to reflect changes in the administration and distribution of services. This Action Plan is in compliance with the program requirements and strategies for the Family Unification Program (FUP) Vouchers. Section Four (4) of the Section 8 Administrative Plan also references the Family Unification Program Vouchers.

**I. FAMILY DEMOGRAPHICS**

**A. Characteristics of Expected Participants**

The following chart presents the characteristics typifying the residents of the Section 8 program. The analysis below documents very low-income families residing in subsidized housing, with the higher concentration being African-American families.

| <b>Section 8 Housing</b> |                             |
|--------------------------|-----------------------------|
| Race: Caucasian          | 35.21%                      |
| African-American         | 64.27                       |
| Ethnicity: Hispanic      | 2.24%                       |
| Head of Household (Sex)  | 64.19% female / Male 35.81% |
| Average Family Size      | 2.22                        |
| Average Annual Income    | \$12,051                    |
|                          |                             |

(Source: Report created by IS Staff from Elite Computer Software System, Dashboard report dated December 31, 2018)

## **B. Supportive Service Needs**

A very-low income population comprised predominately of women, single-heads of house, and racial minorities faces a multitude of problems that impede self-sufficiency. Among their service needs are:

- Viable employment opportunities
- Basic education skills
- Job specific training and/or certification
- Formal support system
- Substance abuse prevention and treatment
- Affordable and reliable transportation
- High school diploma or GED
- Accessible, affordable quality childcare
- Effective parenting skills
- Physical, mental and dental care for the family
- Financial management classes

## **II. ESTIMATE OF PARTICIPATING FAMILIES**

### **A. Description of Eligible Families**

Section 8 FSS: KCDC anticipates enrolling the amount needed to meet the minimum requirement size for the FSS program based on the number of rental vouchers KCDC received in FY 1991/1992, plus the number of additional voucher units reserved between FY 1993 and October 20, 1998 (excluding renewal funding for units previously reserved), and by subtracting the number of families that graduated on or after October 20, 1998 by fulfilling their contracts of participation and subtracting the current participants.

It is anticipated that these families will typify the demographic characteristics of the Section 8 families described above in 1A. The controlling factor will be the availability of Section 8 funds to pay for the administrative costs of the program.

### **B. Available Resources**

KCDC employs a minimal staff to conduct outreach, screen applicants, and develop, implement and monitor the contract of participation for each family in the voluntary FSS Program. Funding for staff is provided through a HUD grant, "Housing Choice Voucher Family Self Sufficiency Grant". The annual "Notice of Funding Availability" (NOFA) allows KCDC the opportunity to apply for program funding. The remainder of the supportive services for participants is provided by local, State, Federal, and private programs. In most cases, the participants are indigent and qualify for free services provided by auxiliary programs.

The ability of KCDC to meet the minimum program size is dependent on the availability of funds to pay the administrative cost. The "Housing Choice Voucher Family Self-Sufficiency Grant" currently funds one Case Manager.

### III. **FAMILY SELF-SUFFICIENCY SELECTION PROCEDURES**

If necessary, KCDC will maintain an FSS applicant waiting list for Section 8. All Section 8 voucher holders will be eligible to apply for the KCDC FSS program which also includes Family Unification Program (FUP) eligible Families and FUP eligible Youth. A selection preference and motivational screening factors, as described below, will be used to select the FSS participants from the application lists.

#### **A. Selection of Participants**

1. *Selection Preference:*
  - a. Applicants, who have one or more family members currently enrolled in an FSS-related service program, or on the waiting list, will be given a preference for up to 50% of the slots in KCDC's FSS program. Within this preference group, the selection cycle will begin with the oldest application. Families who are currently in an FSS-related service program must have documentation of consistent work toward achieving their interim goals in order to receive preference for selection to the KCDC FSS program.
  - b. Selection of applicants who do not qualify for the preference will be based on the date of application. Once the available slots are filled using this process, the preliminary participants will enter the motivational screening phase of selection.
2. *Motivational screening Factors:* FSS orientation sessions, pre-selection interviews and an assignment of FSS related tasks will be used to determine the family's willingness to undertake the obligations inherent in the FSS program. None of the motivational screening factors prohibited by HUD will be included. Applicants successfully completing this phase of screening, and in compliance with their lease, will be selected as FSS participants.

In the event the necessary supportive services are not available for selected applicants, they will maintain their position on the waiting list until the services can be arranged. They will then be offered the next available open slot.

#### **B. Non-discrimination Policy**

Participants in the FSS program will be selected based on date of application, and where applicable, selection preference. This will ensure the integrity of KCDC's policy and practice of implementing and operating the program without regard to race, color, creed, national origin, physical/mental disability, sex, age, familial status or political affiliation.

#### **C. Denial of Participation**

1. An applicant family may be determined ineligible for the FSS program if they previously participated in a family self-sufficiency program and were terminated for failure to comply with the contract of participation. The case manager who coordinates KCDC's FSS program will

## FSS Action Plan

determine if the applicant is now able to work toward self-sufficiency goals. If participation is granted, the family would not be entitled to any selection preference. Applicants may also be denied participation if they owe money to KCDC or another housing authority.

2. Any family who previously participated in the FSS Program and completed the Contract of Participation with release of Escrow will be ineligible to participate in the FSS Program again. Any family who voluntarily terminates their Contract of Participation for good cause will be granted a second opportunity to participate in the FSS Program. The family will be required to wait a period of six months before reapplying for the FSS program.

3. Any family that states they are “unable to work” and are not willing or able to seek and maintain suitable employment as required shall be denied participation in the FSS program. NOTE: Disabled individuals who state they are unable to work outside the home but are willing to explore in-home employment opportunities shall not be denied participation.

4. Any family that is currently engaged in or awaiting a hearing process with KCDC regarding participation in the Housing Choice Voucher Program may be determined ineligible.

### **D. Reasonable Accommodation**

It is the policy of KCDC to comply fully with all Federal, State and local nondiscrimination laws and to be in accordance with the rules and regulations governing Fair Housing and Equal Opportunity in housing and employment

## **IV FSS PARTICIPANT ELIGIBILITY REQUIREMENTS**

**(For purposes of this FSS Action Plan all participants include Participants and/or participant Families)**

1. Participants must be current recipients under the KCDC Housing Choice Voucher Program.
2. Participants may be currently employed, enrolled in training or out of the workforce.
3. Families must have needs that can be addressed through available services in the community.
4. Thirty percent (30%) of adjusted gross income for the Housing Choice Voucher household cannot equal or exceed the fair market rent (FMR) for the bedroom size for which the family qualifies.
5. Families must not have previously graduated and received escrow from the Housing Choice Voucher Family Self-Sufficiency program through KCDC or another agency.
6. Families must not have previously participated in an FSS program and been terminated for noncompliance based on the prior entity’s policy for noncompliance. Families must not have been terminated from KCDC’s FSS program for noncompliance.
7. In cases of portability where KCDC is the receiving PHA and the Housing Choice Voucher family is under an open FSS Contract of Participation, the family is automatically eligible, provided the family can continue to meet their obligations under the original FSS Contract of Participation

## **V. INCENTIVES TO ENCOURAGE PARTICIPATION**

There are two major incentives offered to the participants of the FSS program. One incentive is the supportive services provided by a case manager. The second significant incentive is the establishment of an escrow account.

### **A. Case Management Services**

Each participant will be assigned a case manager that will provide guidance in developing a plan to move toward economic self-sufficiency and will link the participant to valuable community resources, as well as act as an advocate for the individual to facilitate full use of appropriate community resources. In addition, the case manager who coordinates the FSS program will work to develop community resources when needed.

### **B. Escrow Account**

KCDC will establish a single depository account for the Section 8 FSS program in one or more of the HUD approved investments. The process to determine when a family pays into the escrow account is as follows:

When the family is selected for participation into the FSS program, KCDC will establish the family's baseline income data.

The FSS families will continue to pay rent in accordance with their income.

KCDC will conduct the customary annual and/or interim reexamination. The calculations will be conducted using the HUD prescribed formula and worksheet for FSS. These calculations will take into account the different procedure required for each income limit.

The worksheet calculation will determine the difference, if any, between the baseline income and the current income. In cases where there has been an increase in earned income, an escrow account will be established for the family. The family will begin to accrue escrow into the escrow account when the current Family Rent is greater than the Family Rent on the date the Contract of Participation was executed.

The FSS families will be charged rent in accordance with the procedures used to calculate rent for Section 8. The amount of the increase in Family Rent, due to an increase in earned income, will be credited to the family's escrow account. KCDC will take the escrow amount from the Section 8 housing assistance funds.

At the discretion of KCDC, a family that has fulfilled certain interim goals may request and receive a portion (up to 50%) of the escrow funds during the Contract period. The intended use of the funds must be consistent with stated goals of the Contract. The withdrawn amount does not have to be repaid unless it is determined that the family received the funds based on fraud or misinformation.



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There are no restrictions on the family's use of the escrow funds once the Contract of Participation obligations have been fulfilled. Among the anticipated uses are moving costs to relocate to unassisted housing, down payment on a house, educational and transportation costs.

The Escrow Account will be forfeited if the Contract of Participation is terminated or if the family is still receiving welfare assistance and/or has not met their stated goals when the Contract and extensions expire.

KCDC will manage, report, and disburse the escrow accounts in accordance with the prescribed HUD procedures.

## **VI. OUTREACH EFFORTS**

To ensure the widest possible recruitment of participants for the FSS program, KCDC will pursue a three-prong outreach approach: residents, community and social service agencies. All efforts will be conscientiously directed toward recruiting a broad representation of both minority and non-minority participants. Outreach materials such as posters and brochures will be designed to reflect the diversity of the participant population. Referrals, support and volunteer services will be sought from community groups and social service agencies that have frequent contact with minority groups as well as non-minority groups.

### **A. Outreach to KCDC Residents**

Outreach directed to new voucher recipients provides most of the FSS enrollments. The FSS program is promoted by distributing brochures and annual mailings. Brochures are distributed both at voucher orientations for new voucher recipients and again when voucher holders come to the office to complete annual re-certifications. At the time of re-certification, the program will be explained in detail to the resident families. To ensure that no family is missed, each head of household will be asked to initial a statement indicating that the FSS program has been explained to them. Anyone who is interested in participating will be put in contact with the Section 8 Family Self-Sufficiency case manager to begin the intake process or to be placed on a waiting list, if necessary.

Outreach to residents will be an ongoing process. Program brochures and posters will be placed in the KCDC Section 8 admissions office to apprise voucher holders of the availability of the program. The Section 8 staff will explain the FSS program during the briefing session for the new voucher holder. Information about the program and the application process will be included in the briefing packet. During the lease signing for Section 8, the family will be reminded of the opportunity to apply for participation in the FSS program.

### **B. Community Outreach**

It is important that the community-at-large be informed about the FSS program. An awareness that residents of KCDC housing are striving to reduce their dependency on welfare assistance will counteract many of the negative stereotypes about housing residents. It will also help alert the community to an emerging source of potential employees, students and productive members of the community.

Information about the FSS program will be distributed to various community organizations, and religious and civic institutions. The staff will actively seek publicity about the program through social media and will be available for speaking engagements and interviews on radio and television to further disseminate information about the program. Several graduates have been featured as success stories in the local newspaper and staff will continue to seek this publicity.

**C. Agency Outreach**

The social service agencies in the area will be a valuable recruitment resource for the FSS program. Many of them provide services for the residents of KCDC housing. They can provide the encouragement and continued support necessary for these residents to apply and complete the FSS Participation Contract. Information about the program will be provided to these social service providers and will be shared at the quarterly Social Services Committee Agency Meeting hosted by 211, Knoxville's non-emergency information hot-line. Follow-up contacts will be made to the most frequently used agencies such as the Department of Human Services, the Knoxville Area Urban League, and the Knoxville-Knox County Community Action Committee.

**VII. FAMILY SELF-SUFFICIENCY ACTIVITIES AND SUPPORTIVE SERVICES**

Based on the profile of the families expected to participate in the FSS program, a vast array of problems and needs will have to be addressed. Five broad service areas have been established and private and public resources have been identified to work with the participants in each area. An assessment of the participant's skills and aptitude will be completed by the FSS staff and appropriate community agencies. Based on the results, family members will participate in activities and receive services in one or more of the identified service areas. The following is a description of the service areas and the available service resources.

**A. Education and Training**

Basic education activities, including literacy programs, GED preparation, and tutoring will be provided as needed. Academic screening and career planning activities will provide the direction toward continued education or job training and trade school. The following sample listings are some community resources available to provide these services:

- American Job Center;
- Department of Human Services' (DHS) Families First program to provide assessment and job skills training;
- Knoxville Area Urban League which provides training for job specific computer skills;
- Tennessee College of Applied Technology (TCAT) which offers a variety of academic and job training opportunities leading to certifications;
- The Department of Rehabilitation Services offers vocational rehabilitation services which provides assessments and vocational counseling and job training for physically and mentally disabled persons;

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- Knox County Adult Basic Education Program which provides Adult Basic Education, Adult Business Education, Computer Education, Adult Home Economics, Adult Literacy Program, Evening Trade Extension, and GED preparation;
- Financial Literacy and Home Buyers Education which includes: HomeSource, Operation HOPE, Knoxville Area Urban League and Clearpoint, which are all HUD approved financial counseling agencies.
- In additions, the area hosts a large number of public and private institutions of higher education such as Roane State Community College, Tusculum College, Pellissippi State Technical Community College, Lincoln Memorial, and the University of Tennessee all of which provide education opportunities and services for reentry students and students with disabilities.

### **B. Individual and Family Counseling**

An analysis of the services provided in KCDC's voluntary FSS program shows that most FSS participants need some type of counseling services, and many need intensive therapy before they can begin working toward the skills needed to secure financial stability. A variety of services will be available, including individual and family therapy; problem specific counseling for victims of sexual assault or abuse, veterans and their families, persons addicted to drugs and/or alcohol; and victims and perpetrators of domestic violence. The following sample listings are some community resources available to provide these services:

- Child and Family Services which provides individual, family, and group counseling;
- Helen Ross McNabb Mental Health Center and Cherokee Health Systems provide individual, family and group counseling as well as medication and testing services. In addition, the Helen Ross McNabb Center provides intervention, detoxification, treatment and after-care services for persons addicted to alcohol and drugs;
- Sexual Assault Crisis Center which works with individuals and families who are dealing with issues surrounding sexual abuse and incest;
- Veteran Affairs Outpatient Clinic which provides counseling for veterans with service related disabilities;
- Y.W.C.A. Victim Advocacy Program which provides education, support, and legal assistance for victims of domestic violence.

### **C. Life Skills Development**

Activities and workshops will be provided to help participants develop and improve the skills needed to establish and maintain a stable home environment, compete in the job market, and develop a personal sense of worth. The following sample listings are some community resources available to provide these services:

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- KCDC's FSS staff which provides social assessment and case management to identify and promote the development of needed life skills;
- Child & Family Services provides parenting classes;
- Knox County Health Department provides family planning education and counseling;
- The Disability Resource Center provides life skills training for people with disabilities;

### **D. Supportive Services**

One of the major deterrents to achieving self-sufficiency for the targeted participants is their inability to access and/or make sufficient use of supportive services. The FSS case managers will assist the participants in securing supportive services based on need, and will monitor use of such services. The following sample listings are some community resources available to provide these services:

- Tennessee Department of Human Services (DHS) which provides transitional services such as child care, and TNCare for Temporary Assistance to Needy Families (TANF) recipients enrolled in the Families First program;
- The Knoxville/Knox County Community Action Committee's (CAC) Child Care and Head Start Services provide vendor child care, pre-school and after-school education, available on a sliding scale;
- Volunteer Ministry Center (The Refuge) which provides financial assistance and supportive counseling;
- Clearpoint Credit Counseling provides budget and debt management counseling;
- Catholic Charities provides short term financial assistance, emergency food, clothing and intermediary services for Spanish speaking persons;
- Interfaith Health Clinic which provides primary health care on a sliding scale for people who have no medical insurance;
- Knoxville Legal Aid Society which provides legal services; and
- The Baptist Center at Western Heights and Montgomery Village provides food, clothing, and summer camps.
- Project Graduation Program which provides college funding to eligible low income families.

### **E. Employment**

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Employment, which pays a living wage and provides benefits (medical, personal and retirement) that enable the employee to meet needs without reliance on welfare assistance, is the key to achieving self-sufficiency. The activities and services enumerated above are directed toward helping the FSS participants obtain education or training, and develop social and personal skills necessary to secure and maintain such employment. The following sample listings are some community resources available to assist the participants in locating and securing viable employment:

- Tennessee Department of Labor and Workforce Development which provides employment listings and job referrals;
- American Job Center provides job-seeking training and placement services;
- Knoxville Area Urban League which provides employment listings and assists in job searches, especially for minority participants; and
- Tennessee Department of Human Services' provides job-placement services through the Families First program for TANF recipients to work toward economic self-sufficiency.

### **VIII. METHODS FOR IDENTIFYING SUPPORT NEEDS**

#### **A. Needs Assessment and Training/Education Service Plan**

The motivational screening procedure for participant selection will begin the process of identifying support needs of the participating families. Applicants who successfully complete the process to become participants will have developed a preliminary set of goals and will have identified some of the tasks that must be undertaken to achieve these goals. The participant and the FSS case manager will work together in individual counseling sessions to expand this preliminary evaluation into a family training/education and service plan. The plan will be based on a needs assessment which will determine the participant's interests, skills and abilities, and identify the tasks that must be undertaken for the family to realize the designated goal. The FSS case manager may schedule the services of any number of community resources to assist in the needs assessment.

The ultimate and final goal for the head of the FSS family is to "seek and maintain suitable employment." Suitable employment is defined, for purposes of this program, as 32 hours a week based on Education, training and availability of job opportunities in the area. Self-employment for this program is based on 40 hours a week at Federal Minimum wage. Disabled families and other special circumstances may exempt a family from the suitable employment obligation, however, disabled families may work on a part-time basis depending on work limitations and /or capabilities. In preparing the ITSP, suitable employment will be the final goal, stated in an appropriate manner. Other adult family members may create an ITSP during the term of the Contract of Participation, but only the head of household is obligated to fulfill it. The obligation to seek employment means that the head of the FSS family has applied for employment, attended job interviews and has otherwise followed through on employment opportunities. A determination of suitable employment will be made by KCDC in consultation with the head of the FSS family.

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It is possible to have more than one final goal, but the primary focus of the FSS Program is on employment. Any activities that enhance the opportunity for obtaining or improving employment should be included in the ITSP as interim goals or activities to be undertaken.

A mandatory goal for FSS families that are recipients of welfare assistance is that all household members become independent from welfare assistance and remain independent from welfare assistance at least 12 months immediately prior to expiration of the term of the contract (including extensions) or graduating FSS.

An FSS participant receiving guardianship payments such as California's Kinship Guardian Assistance Payments (Kin-GAP) and kinship care payments which are similar to traditional foster care payments, are to be excluded from determining a family's income. Kinship care payments are foster care subsidies that go to, or on behalf of, children living with a relative or legal guardian. Receiving these payments will not hinder an FSS participant from graduating the FSS program at the end of the contract term.

When the family's Individual Training and Service Plan (ITSP) is finalized, and the participant's continued compliance with the dwelling lease is verified, the head of the FSS family and the KCDC staff will execute a Contract of Participation. (CoP) The Contract will be in the form prescribed by HUD and will incorporate the participant's ITSP, as well as requirements, obligations and restrictions as set forth in the federal regulations governing the FSS program. Note: During the last 90 days of the FSS Contract, an ITSP cannot be amended unless KCDC can determine that good cause exists.

The Contract of Participation may be extended for a period up to two (2) years if the family requests an extension in writing and KCDC finds good cause exist for the extension.

### **B. Delivery of Identified Support Services**

The delivery of identified supportive services will be coordinated and monitored by the FSS case manager. The case manager will organize the Individual Training and Services Plan (ITSP), schedule periodic follow-up and evaluation, and make referrals to community services and resources. Quarterly contact will be required. Beyond that, the involvement of the case manager will vary, depending on the family's ability to work independently toward their goals. More structured support and counseling will be provided for families who experience difficulty working toward their goals.

### **C. Section 8 Portability and the Delivery of Supportive Services**

Families participating in the Section 8 FSS program must lease an assisted unit in KCDC's jurisdiction for twelve months after the effective date of the FSS Contract of Participation before they are eligible to exercise the portability provision. A portability move will not nullify the termination of FSS participation for a family who has failed to comply with the requirements of the Contract.

KCDC will continue to administer the Contract of Participation and the escrow account if the family can demonstrate to KCDC's satisfaction that it can meet the FSS obligations in the new

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location. If the family elects to remain in the KCDC FSS and cannot fulfill the goals at the new location, the Contract will be terminated and the escrow funds will be forfeited to KCDC.

A relocating FSS family may participate in the FSS program of the receiving PHA if the PHA agrees to accept the family into their FSS program. In such cases, KCDC will terminate its Contract with the family and transfer the escrow funds, if any, to the receiving PHA. The receiving PHA will enter into a new Contract of Participation with the FSS family for the term remaining on the Contract with KCDC.

If the receiving Housing Authority is absorbing, but does not offer the FSS program or the services needed, KCDC will have to terminate the participant because they will be unable to fulfill their obligation under the Contract of Participation. However, upon termination, the participant is permitted to receive a portion of their escrow account (as an interim disbursement not to exceed 50% of the fund) if they have completed some major goals and/or will be continuing their education.

A family in good standing in another PHA's FSS program will be accepted into the KCDC FSS program if there is a vacant slot and no applicant on the waiting list with a selection preference. If the family can be readily accepted, KCDC will execute a Contract of Participation with the same expiration date as the initiating PHA's Contract and accept administration of the escrow account. If a relocating family cannot be accepted immediately into KCDC's FSS program, they will be placed on the waiting list with a selection preference.

### **D. Entrepreneurship**

In certain cases, the FSS participant may be interested in self-employment. If this interest is expressed, the FSS Specialist will give additional assistance in developing the ITSP. Entrepreneurship requires the coordination of additional resources and services offered through colleges, universities, area banks and nonprofits.

## **IX. FSS PROGRAM TERMINATION PROCEDURES**

KCDC may terminate the Contract of Participation for any of the following reasons:

1. The participant and KCDC mutually agree to terminate the contract.
2. KCDC determines that the participant has not fulfilled his/her responsibilities under the contract.
3. KCDC will not terminate Section 8 assistance as a consequence of the family's termination from the FSS program for non-compliance with the Contract of Participation
4. The participant withdraws from the FSS program.
5. The participant has been granted the maximum time allowed for FSS contract extensions and has not been able to achieve self-sufficiency.
6. The participant is terminated from the Housing Choice Voucher program.

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7. Falsification of records or fraud.
8. No contact made in three (3) consecutive quarters, (nine months).

KCDC will give the family prompt written notice of the decision to terminate FSS participation. The notice will contain a statement of the reasons for termination of services, and inform the family of the right to request an informal hearing on the decision and the time by which the request for an informal hearing must be made.

The informal hearing will be conducted by members of the FSS Program Coordinating Committee. KCDC committee members and any other member(s) who were involved in the decision to terminate, or supervise those who made the decision, will be ineligible to serve as hearing officers. The hearing will be conducted in accordance with the Section 8 regulations. A copy of the hearing decision will be furnished promptly to the participating family.

### **X. ASSURANCE OF NON-INTERFERENCE WITH THE RIGHTS OF NON-PARTICIPATING FAMILIES**

KCDC will not interfere with the admission or occupancy rights of Section 8 families who do not wish to participate in the FSS program. Furthermore, no applicant or resident of the Housing Choice Voucher Program will be pressured to participate in the FSS program.

### **XI. IMPLEMENTATION OF FSS PROGRAM**

Operation of the FSS program began upon receipt of HUD approval of the Action Plan. Outreach began immediately.

The application process and participant selection for Section 8 families began in June 1994. By September 1994, the mandated FSS Section 8 program was in full operation.

### **XII. CONFIDENTIALITY**

Information regarding an FSS family is to be safeguarded at all times by KCDC staff and the Program Coordinating Committee (PCC). It may only be released in accordance with Federal or State law.



KNOXVILLE'S COMMUNITY DEVELOPMENT CORPORATION

CERTIFICATION OF COORDINATION  
OF SERVICES AND ACTIVITIES

The Executive Director for KCDC certifies that:

The development of services and activities under the Family Self-Sufficiency Program has been coordinated with:

- 1) Tennessee Department of Human Services, the agency that administers the Families First Employment Program;
- 2) Workforce Connections
- 3) Knoxville-Knox County Community Action Committee-CAC, the agency that serves as a broker for supportive services such as child care, transportation;
- 4) Other agencies and organizations that provide services and training related to family self-sufficiency; and

Further certifies that implementation will continue to be coordinated in order to avoid duplication of services and activities.

Benjamin Bentley  
Executive Director/CEO

ADDITIONAL PROGRAM INFORMATION  
PROGRAM COORDINATING COMMITTEE  
MEMBERSHIP ROSTER

*As of January 2019*

**After School Programs/Child Care**

A Representative from Boys and Girls Club

**Community Resources**

A Representative from The Knoxville Area Urban League who also provides resources for Home Ownership and Job Training/Placement.

**Social Services**

A Representative from “A Hand Up for Women”

A Representative from Tennessee Children Services

A Representative from Knoxville/Knox County Community Action Committee

**Education**

A Representative from Project GRAD

A Representative from Tennessee College of Applied Technology

A Representative from Pellissippi State Community College

A Representative from Knox County Schools

**Financial**

A Representative from Operation Hope

**Health Services**

A Representative from a Mental Health Facility

## FSS Action Plan

### **Home Ownership**

A Representative from KCDC's Section 8 Homeownership Program

A Representative from Neighborhood Housing

A Representative from a Real Estate Company

### **Job Training/Placement**

A Representative from  
American Job Center

A Representative from  
Goodwill Industries

A Representative from a Staffing Agency

### **Housing**

A Representative from Tennessee Housing Development Agency (THDA)

A Representative from East Tennessee Human Resource Agency (ETHRA)

A Representative from the Veterans Administration

### **KCDC Agency Representation**

FSS Case Manager  
Section 8 Director

### **Participant Representatives**

FSS Participant  
Section 8 Resident