Community Service

Community Service Manual
12-10-2012

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Community Service

Overview

Community Service Requirements have come and gone over the past few years, but currently they are the law. HAB's Community Service produce is designed to give HA staff a simple and flexible way to track individual tenants progress towards fulfilling the agencies community service requirements.

Community Service Requirements

Passed initially as part of the QHWRA act of 1998 and targeted to start in the year 2000, the original rules were suspended until June of 2003. At that time HUD clarified the rules and issued PIH Notice 2003-17 stating that November 1st, 2003, would be the beginning date of Community Service Requirements. The rules are that all "qualified" participants of a Public Housing Program must show that they are either employed, in school or attending job training. If they fall under the term "qualified" and are not doing one of the above, then they need to perform some type of community service on a monthly basis. The amount of community service required is 8 hours per month. The definition of community service is flexible and the agencies may refer to local or state guidelines to find satisfactory definitions.

What makes community service a difficult task?

The law says to track community service monthly, but allows lots of leeway in the favor of the tenant in terms of timeliness. Every month the obligated tenant must work eight hours, but if they do not work that month, then they can "work-off" the debt in a future month. Obligated tenants can even build up a surplus of hours and use that surplus in the future.

The law says to check for compliance yearly, not monthly. So tenants can go up to 11 months without a review. If they are found to be non-compliant they can be given an additional 12 months to work off the debt of hours. (They would fulfill the normal eight hours per month plus additional hours for the unfinished previous years obligation.) The basic point-of-law is 96 hours within the span of a 12-month lease.

The law requires third-party verification for activities conducted outside of the PHA's domain. It could be tough to track down verifications where the volunteer work is seasonal or temporary.

The law is unclear on what to do with tenants that become “unqualified,” but still owe hours. Do they still owe the hours? Do you wait until they are “obligated” again to monitor compliance? What if a tenant shirks the requirement for 10 months and then starts job training and gets a job.

How does HAB Community Service help?

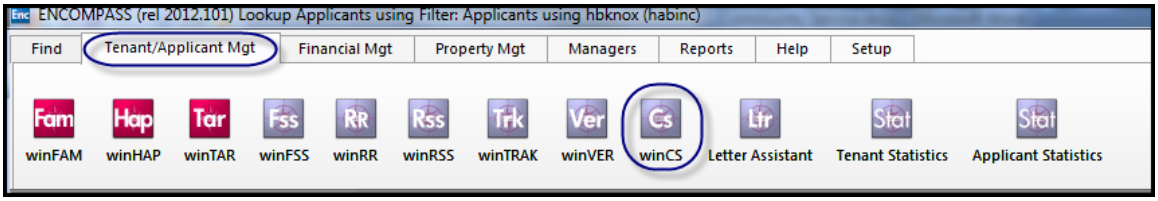
One thing is certain! Every Housing Authority handles CS a little differently. Therefore, the CS software is flexible so that it meets the needs of every HA.

The system helps identify all individuals that fall under the Community Service Requirements and allows the user to easily move between the community service screen, the tenant recertification, and letter assistant. The module allows easy posting of the 96 CS hours required yearly and entering CS hours completed by Public Housing residents along with the capability to create letters and reports.

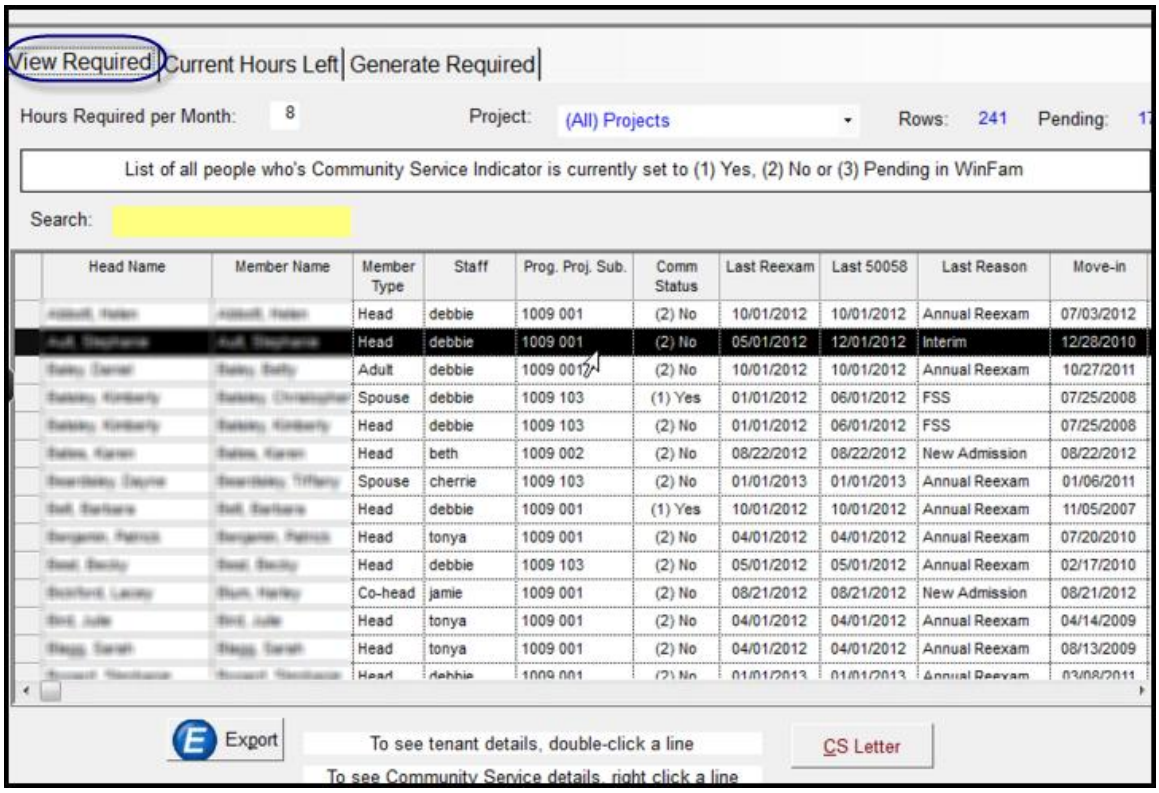
How to Access CS

From the Community Service Module

In Encompass, go to Tenant/Applicant Mgt – winCS.



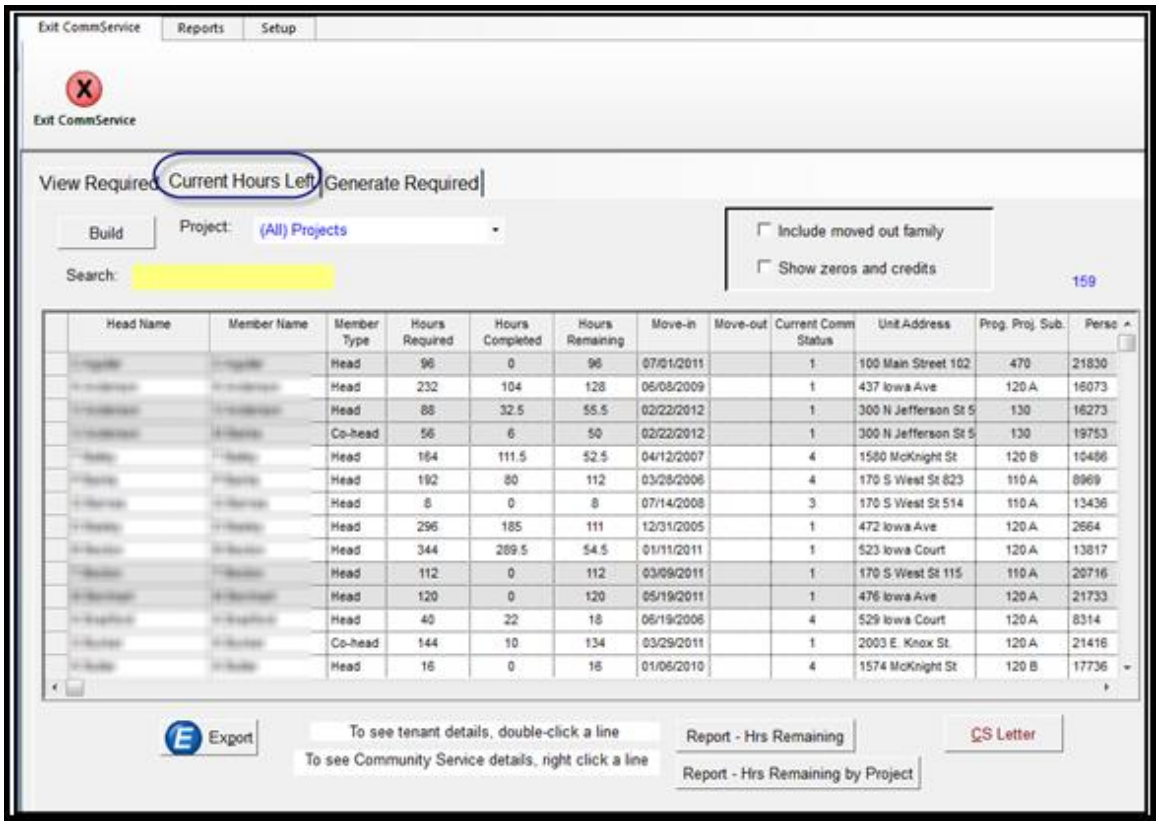
Once you click on the 'winCS' button, the following screen appears.



The first tab is the "View Required" tab. This option allows the user to display all tenants that have a community service indicator of Yes (1), No (2), or 3 (Pending). **From this screen, a resident can be highlighted to go to other options: a double-click will bring the user to the tenant recertification screen and a right-click to the tenant's community service ledger.**

There is a "Project" dropdown to choose all projects or view just one project at a time. An "E" button is available to export the information to Excel and a "CS Letter" button to create letters for community service residents.

The next tab is the “Current Hours Left.”



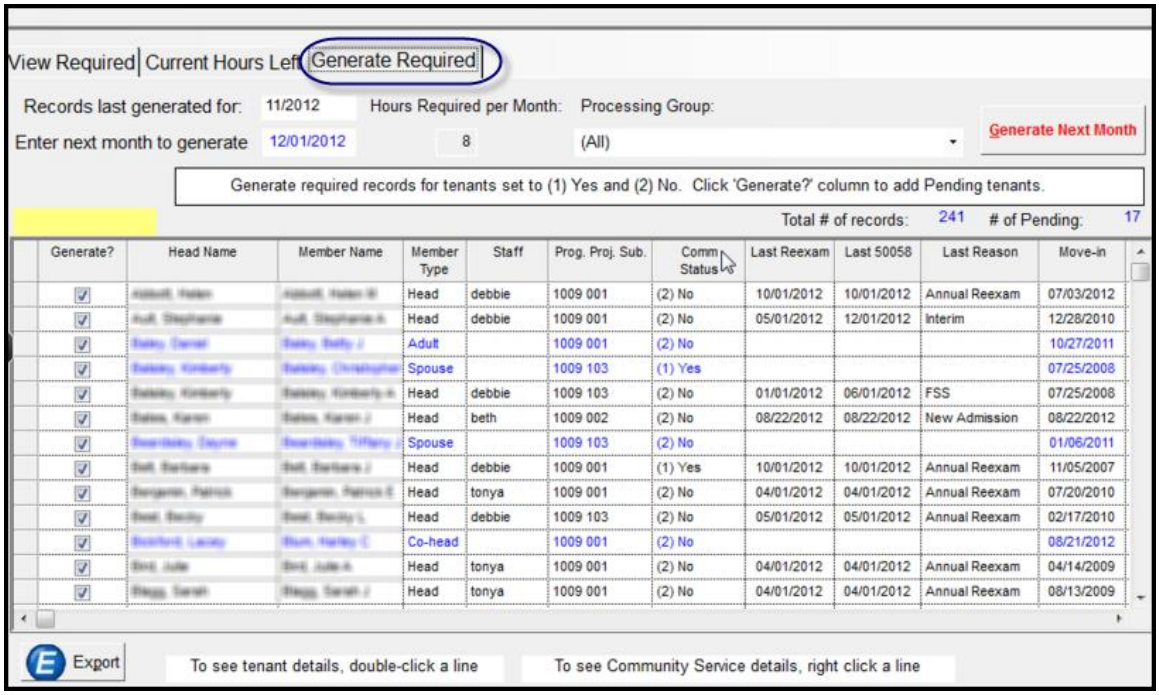
This tab displays all the CS residents that owe CS hours. Notice the options to click on to “Include moved out family” and “Show zeros and credit” balances.

As in the previous tab, “All Projects” or just one at a time can be viewed. The “Build” button must be clicked to fill the screen.

From this screen, a resident can be highlighted to go to other options: a double-click will bring the user to the tenant recertification screen and a right-click to the tenant’s community service ledger. The “E” button and “CS Letter” button are also available from this tab.

There are also two report options available – “CS Hours Remaining and CS Hours Remaining by Project” available for users that prefer reports to using the “E” button to export to Excel.

The final tab is the “Generate Required.”

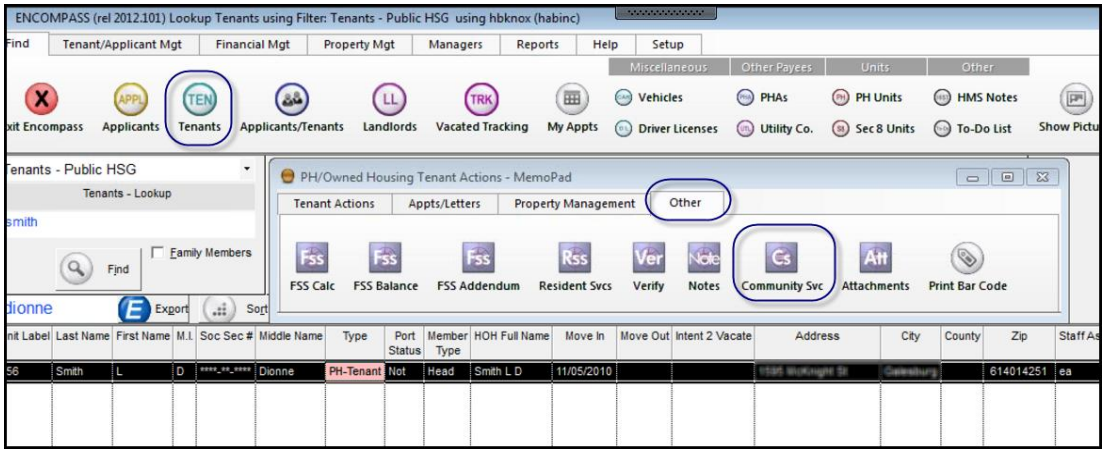


Generate?	Head Name	Member Name	Member Type	Staff	Prog. Proj. Sub.	Comm Status	Last Reexam	Last 50058	Last Reason	Move-in
☑	[redacted]	[redacted]	Head	debbie	1009 001	(2) No	10/01/2012	10/01/2012	Annual Reexam	07/03/2012
☑	[redacted]	[redacted]	Head	debbie	1009 001	(2) No	05/01/2012	12/01/2012	Interim	12/28/2010
☑	[redacted]	[redacted]	Adult		1009 001	(2) No				10/27/2011
☑	[redacted]	[redacted]	Spouse		1009 103	(1) Yes				07/25/2008
☑	[redacted]	[redacted]	Head	debbie	1009 103	(2) No	01/01/2012	06/01/2012	FSS	07/25/2008
☑	[redacted]	[redacted]	Head	beth	1009 002	(2) No	08/22/2012	08/22/2012	New Admission	08/22/2012
☑	[redacted]	[redacted]	Spouse		1009 103	(2) No				01/06/2011
☑	[redacted]	[redacted]	Head	debbie	1009 001	(1) Yes	10/01/2012	10/01/2012	Annual Reexam	11/05/2007
☑	[redacted]	[redacted]	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	07/20/2010
☑	[redacted]	[redacted]	Head	debbie	1009 103	(2) No	05/01/2012	05/01/2012	Annual Reexam	02/17/2010
☑	[redacted]	[redacted]	Co-head		1009 001	(2) No				08/21/2012
☑	[redacted]	[redacted]	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	04/14/2009
☑	[redacted]	[redacted]	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	08/13/2009

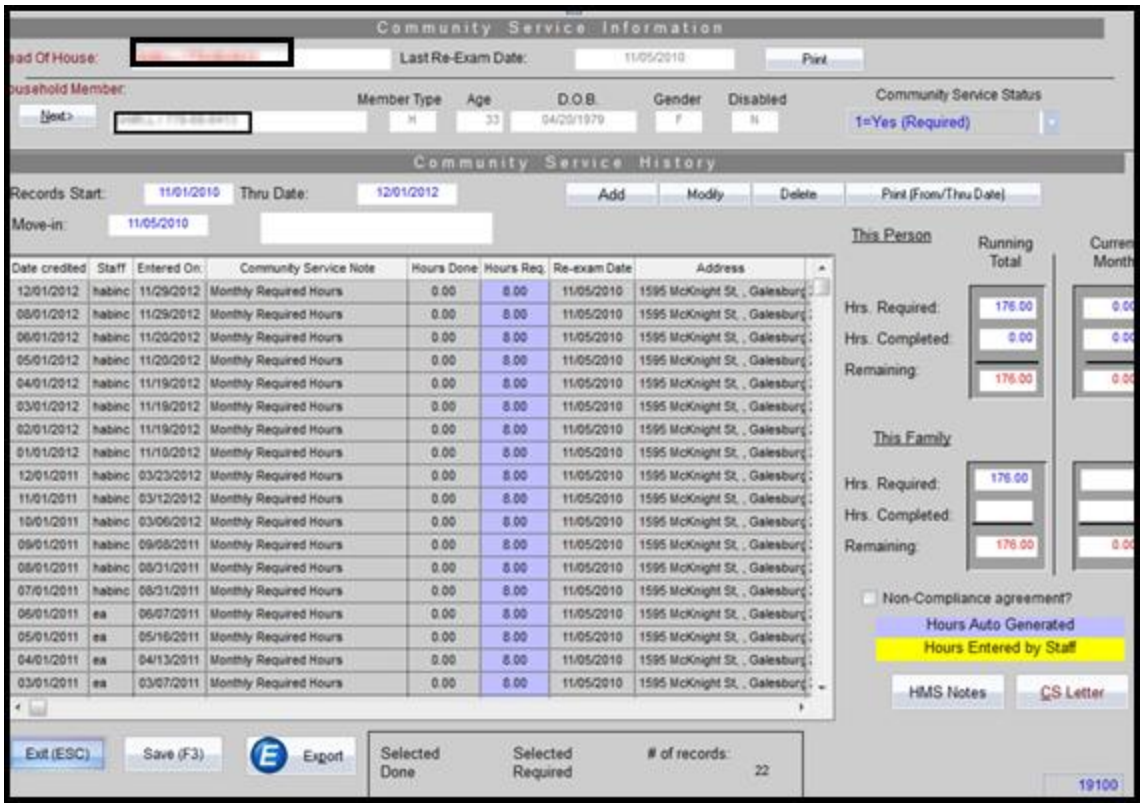
This tab is available to post CS hours required to CS residents that have a status of Yes, No, or Pending. This tab will be covered in more detail later in this document in the section “Posting Hours Required” on page 12.

From Encompass

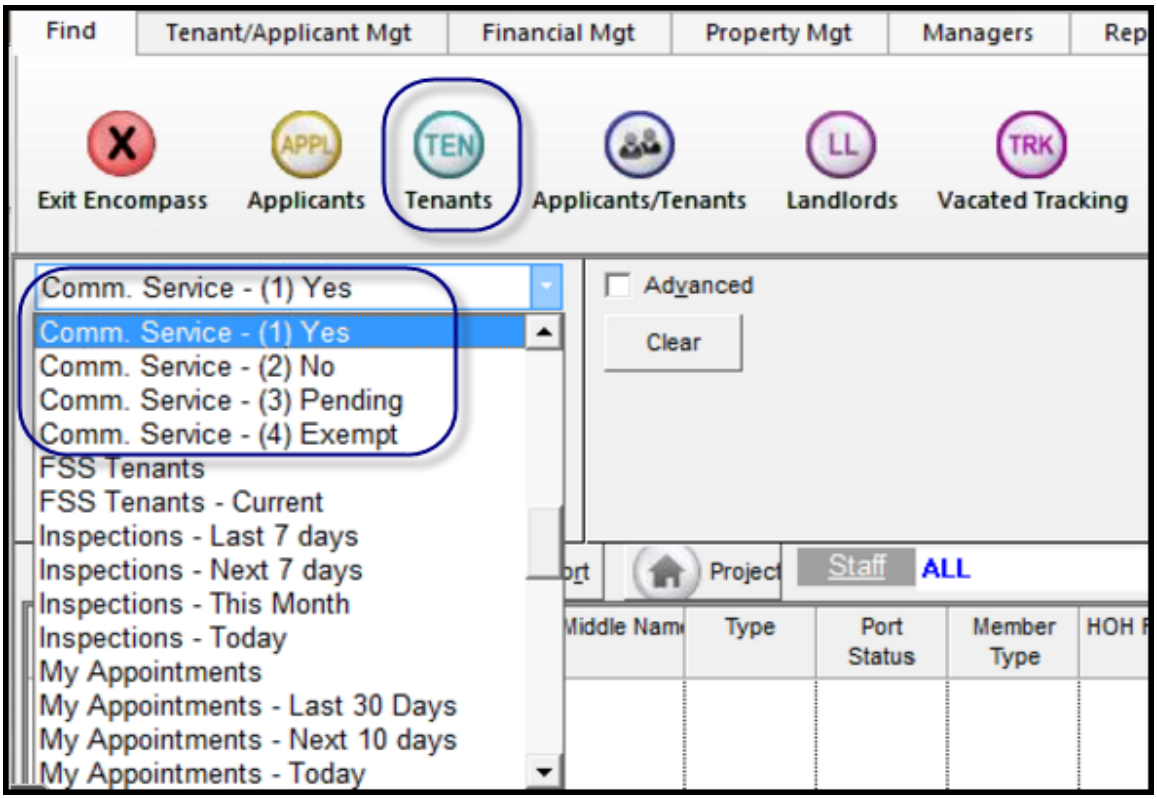
When using Encompass to look up and work on Public Housing resident files, the Community Service information is available from the "PH/Owned Housing Tenant Action Bar."



Clicking on the Community Service button will bring up the resident's community service ledger. The options on this screen will be covered in the section "CS Balance for an Individual Resident."

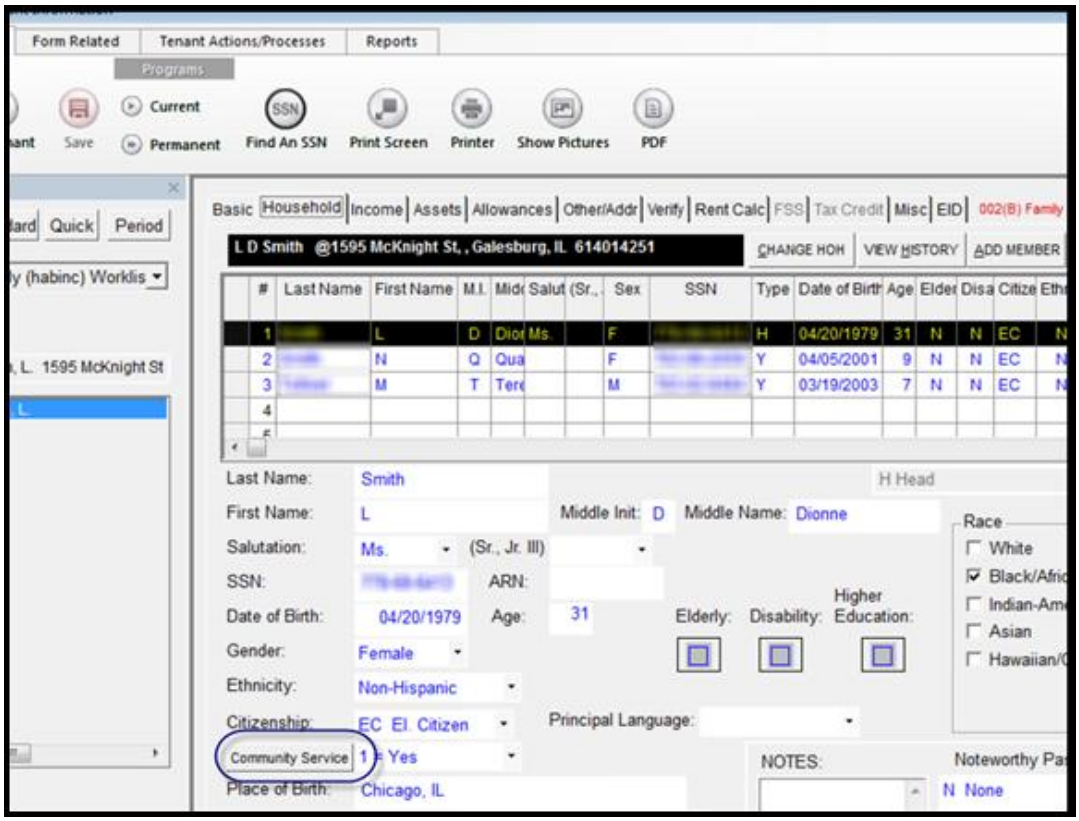


There are filters available in Encompass/Tenants so that you can build a list of CS Residents with statuses of Yes, No, Pending or Exempt.

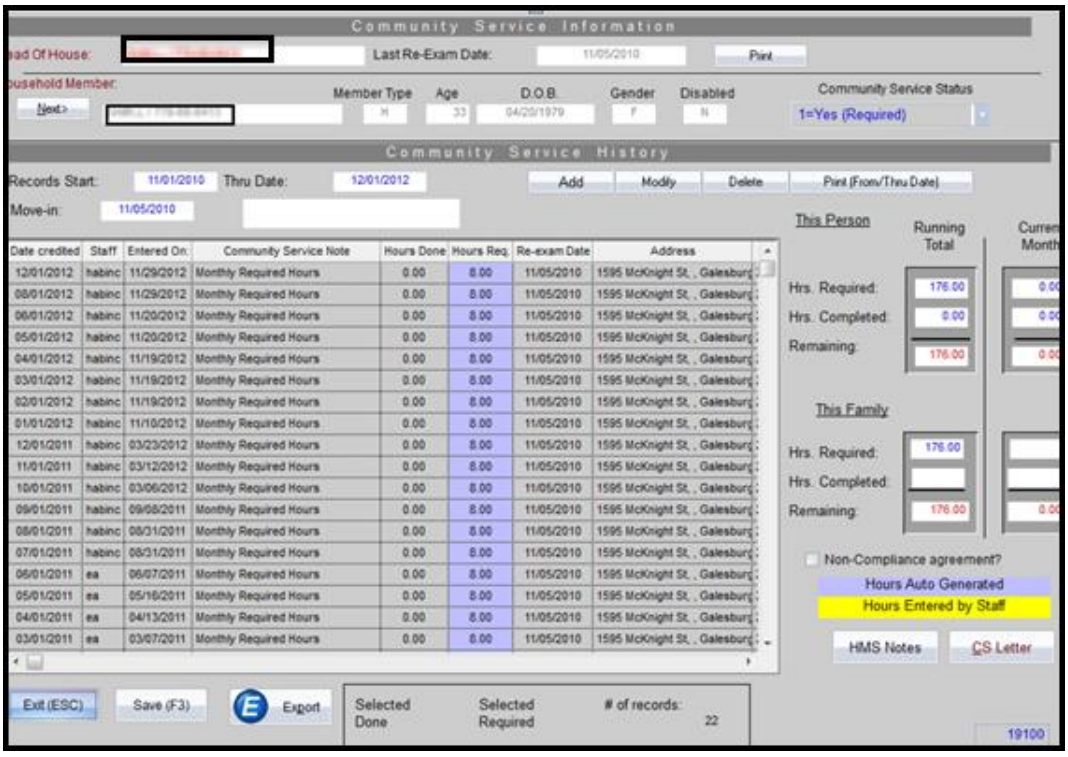


From the Tenant Rent Certification Screen

When in a resident's "Tenant Information" screen, the resident's community service ledger is available from the "Household" tab.



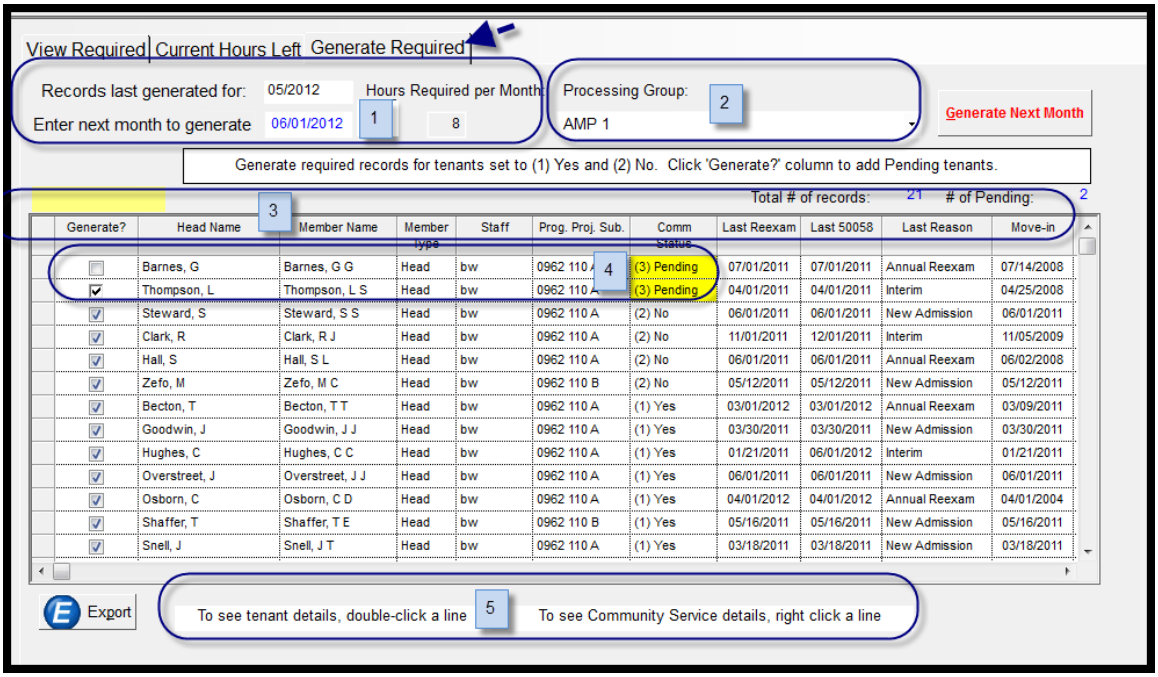
The following resident CS ledger will appear.



Posting Community Service Hours

Posting CS Hours Required

Community Service hours can be posted to all residents with a status of (1) Yes, (2) No and (3) Pending. This option is available under Tenant/Applicant Mgt – winCS – Generate Required. Each month eight hours of required community service can be posted to each resident's CS ledger.



Generate?	Head Name	Member Name	Member Type	Staff	Prog. Proj. Sub.	Comm Status	Last Reexam	Last 50058	Last Reason	Move-in
☐	Barnes, G	Barnes, G G	Head	bw	0962 110 A	(3) Pending	07/01/2011	07/01/2011	Annual Reexam	07/14/2008
☑	Thompson, L	Thompson, L S	Head	bw	0962 110 A	(3) Pending	04/01/2011	04/01/2011	Interim	04/25/2008
☑	Steward, S	Steward, S S	Head	bw	0962 110 A	(2) No	06/01/2011	06/01/2011	New Admission	06/01/2011
☑	Clark, R	Clark, R J	Head	bw	0962 110 A	(2) No	11/01/2011	12/01/2011	Interim	11/05/2009
☑	Hall, S	Hall, S L	Head	bw	0962 110 A	(2) No	06/01/2011	06/01/2011	Annual Reexam	06/02/2008
☑	Zefo, M	Zefo, M C	Head	bw	0962 110 B	(2) No	05/12/2011	05/12/2011	New Admission	05/12/2011
☑	Becton, T	Becton, T T	Head	bw	0962 110 A	(1) Yes	03/01/2012	03/01/2012	Annual Reexam	03/09/2011
☑	Goodwin, J	Goodwin, J J	Head	bw	0962 110 A	(1) Yes	03/30/2011	03/30/2011	New Admission	03/30/2011
☑	Hughes, C	Hughes, C C	Head	bw	0962 110 A	(1) Yes	01/21/2011	06/01/2012	Interim	01/21/2011
☑	Overstreet, J	Overstreet, J J	Head	bw	0962 110 A	(1) Yes	06/01/2011	06/01/2011	New Admission	06/01/2011
☑	Osborn, C	Osborn, C D	Head	bw	0962 110 A	(1) Yes	04/01/2012	04/01/2012	Annual Reexam	04/01/2004
☑	Shaffer, T	Shaffer, T E	Head	bw	0962 110 B	(1) Yes	05/16/2011	05/16/2011	New Admission	05/16/2011
☑	Snell, J	Snell, J T	Head	bw	0962 110 A	(1) Yes	03/18/2011	03/18/2011	New Admission	03/18/2011

1 When opening this screen, the date CS hours were last generated is displayed along with the next month to generate. These dates are filled automatically by the software. The only time a date needs to be entered is the first time posting CS hours in the HAB software.

2 Processing groups can be set up so that a HA can post CS hours required for one development (or AMP) at a time. The default setting is (All) projects so the HA can decide what they prefer to do. Once you decide to do (All) OR set up separate processing groups, that method should be continued each month for consistency and making sure residents are not posted more than eight hours per month.

NOTE: ***Instructions for setting up processing groups are on page 16 of this document.***

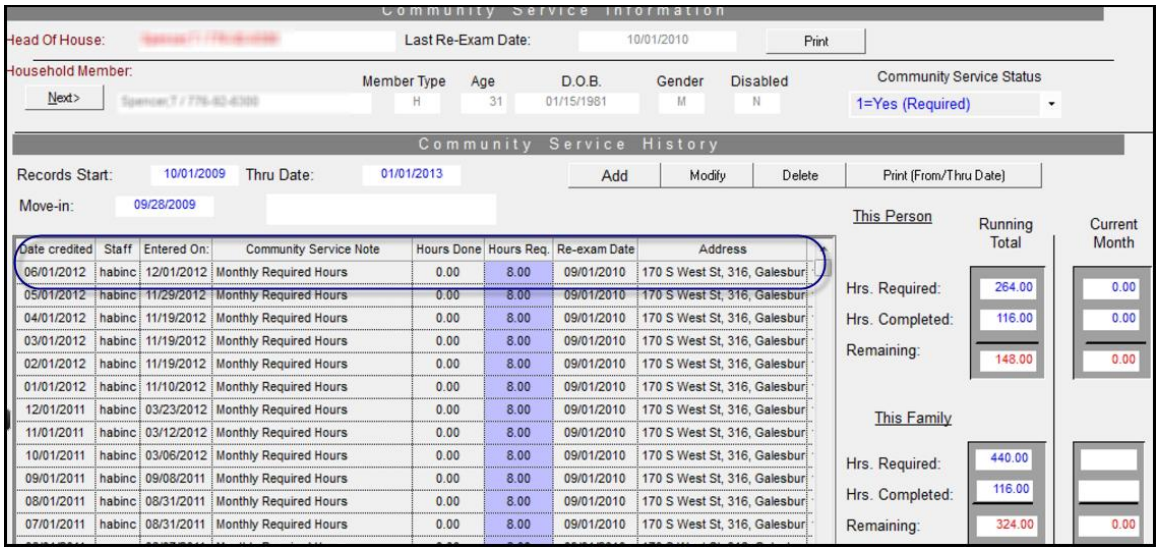
3 The columns can be sorted by clicking on the column heading. This screenshot is sorted by "Comm Status" so that the tenants marked as (3) Pending can be checked or not checked to post eight hours of CS. Notice that family members have a blue font and Heads of House have a black font.

4 The "Generate?" column can be checked or not checked to generate CS hours required for residents with a CS status of (3) Pending. Residents with a status of (1) Yes and (2) No are automatically checked "on" by the software to have eight hours of CS required posted.

5 A double-click will bring the user to the tenant recertification screen and a right-click to the tenant's community service ledger. The "E" button is also available to send this information to Excel for reporting purposes.

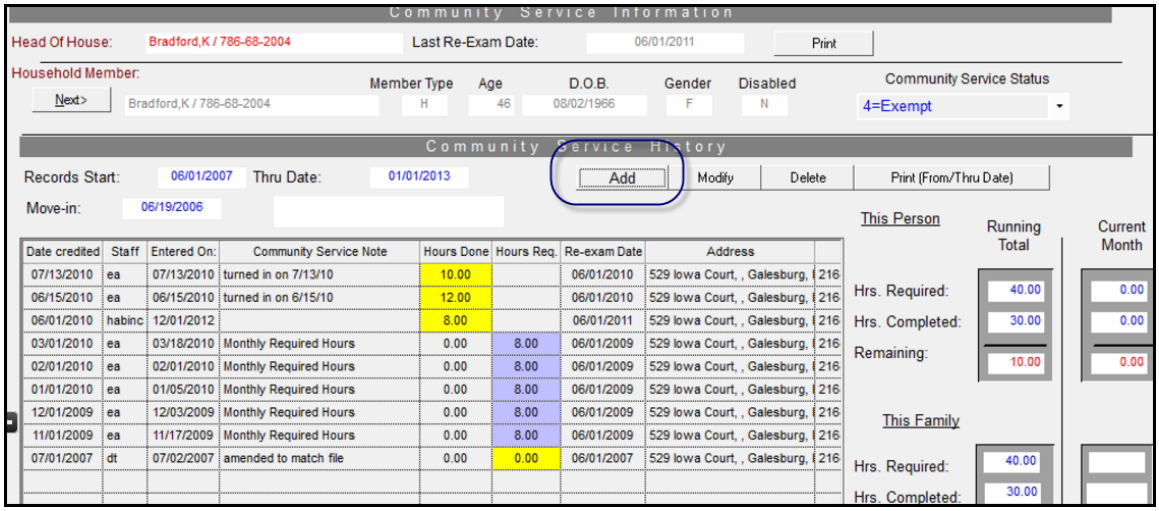
Once everything is reviewed, click on the "Generate Next Month" button to post eight hours of CS required to each resident's CS ledger.

Below is a resident's CS ledger which was accessed by highlighting and right-clicking on the resident from the "Generate Required" screen. Notice the eight hours in the "Hours Req." column for the date of 06/01/2012. This is the amount that was generated automatically from the "Generate Required" option

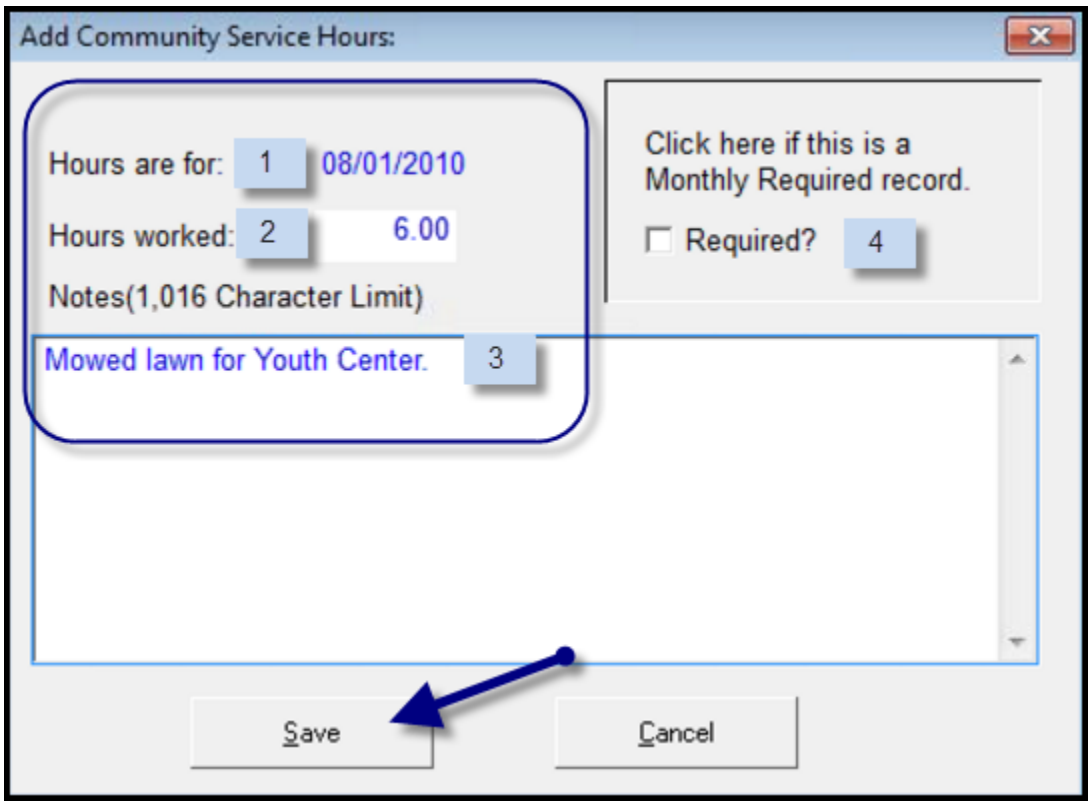


Posting CS Hours Completed

To enter CS hours that a resident has completed go the resident's CS Ledger.



Click on the "Add" button.



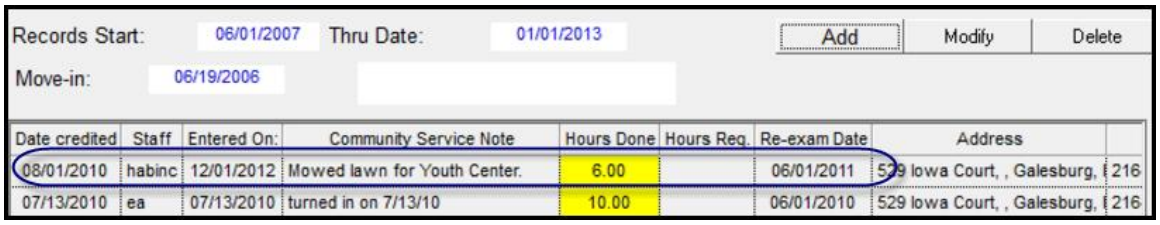
1 Type in the date the hours were done. This record will automatically be attached to the current re-exam period.

2 Type in the number of hours that were completed. There is no need to make it a negative amount as the system tags it as hours completed.

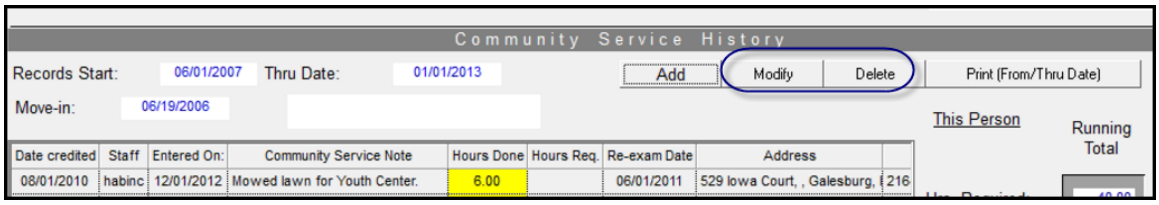
3 A note field is available to add any notes about this record.

4 If hours required need to be added manually, click on the "Required?" checkbox so that hours can be "charged" to the resident's account.

Click on the "Save" button to save this information. It will display as follows.

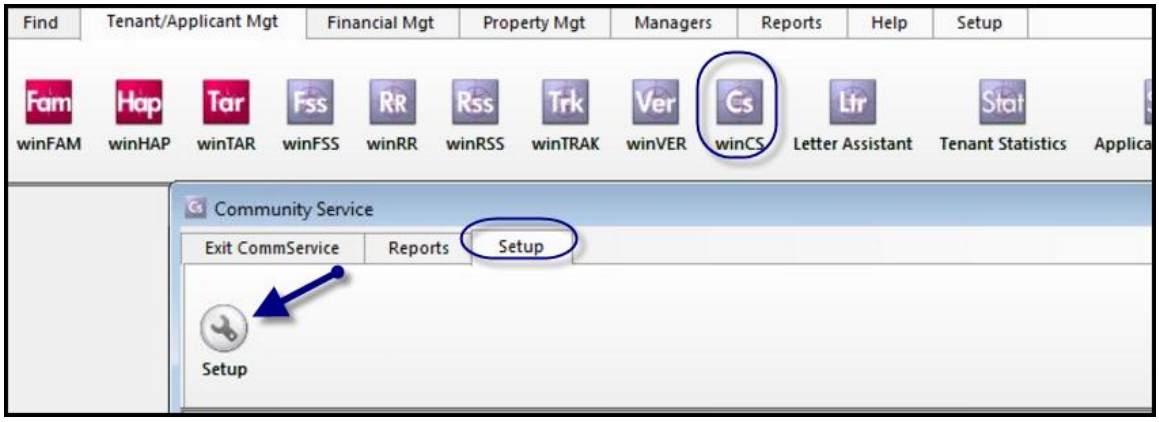


There are "Modify" and "Delete" buttons to modify or delete any record that was entered.

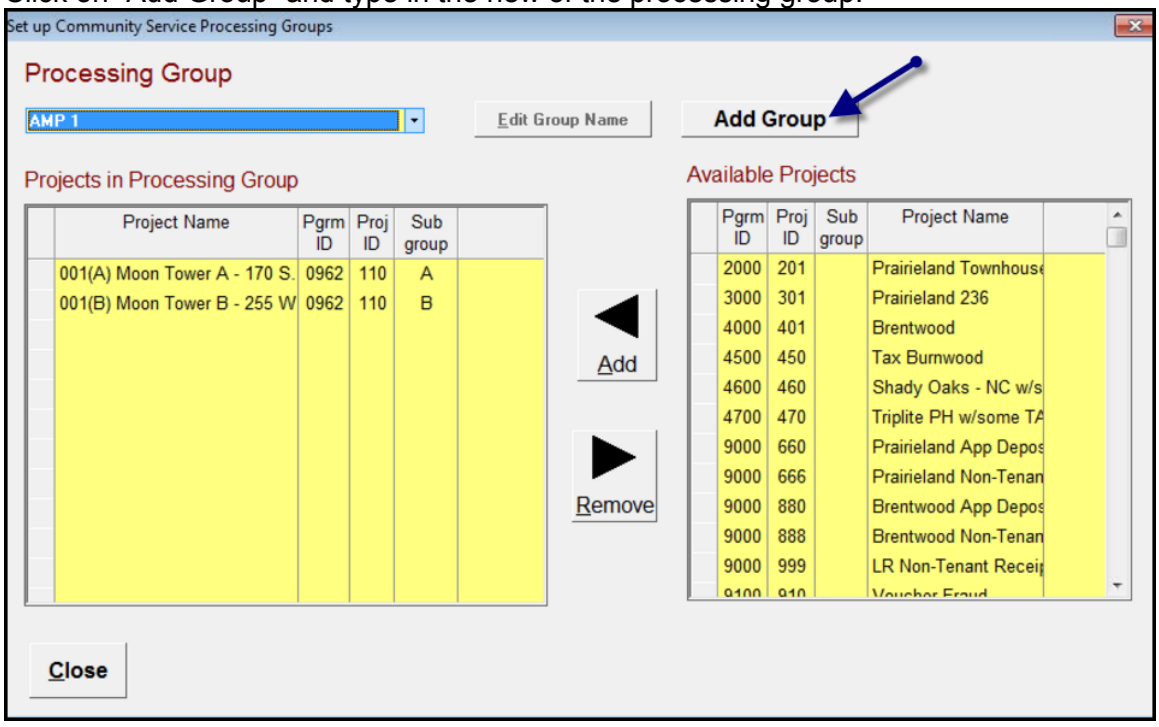


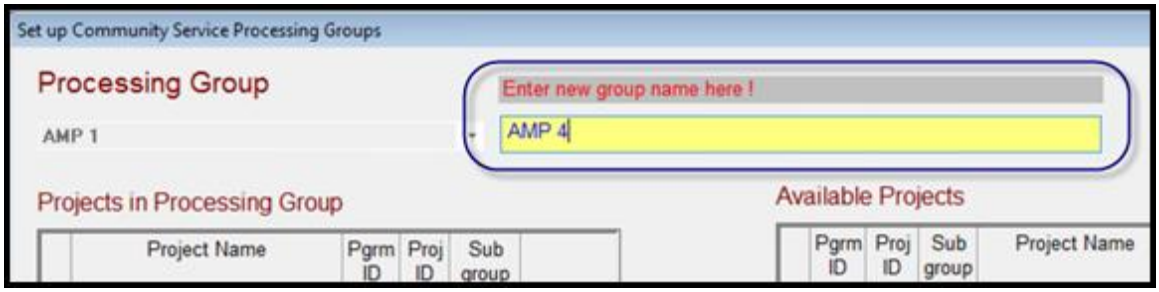
Setting up CS Processing Groups

In the CS software, go to Setup.

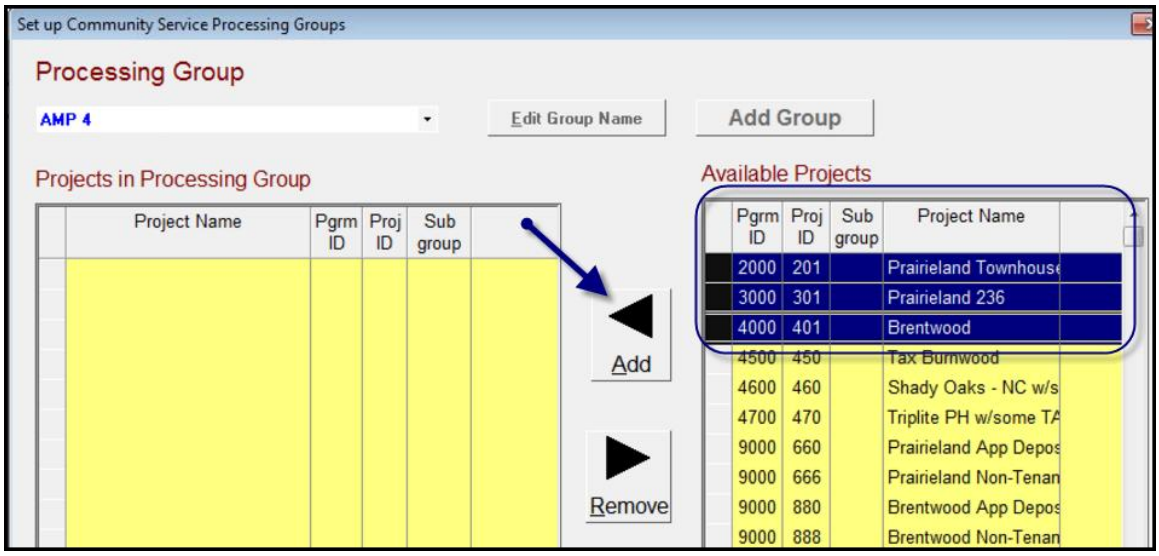


Click on “Add Group” and type in the new of the processing group.

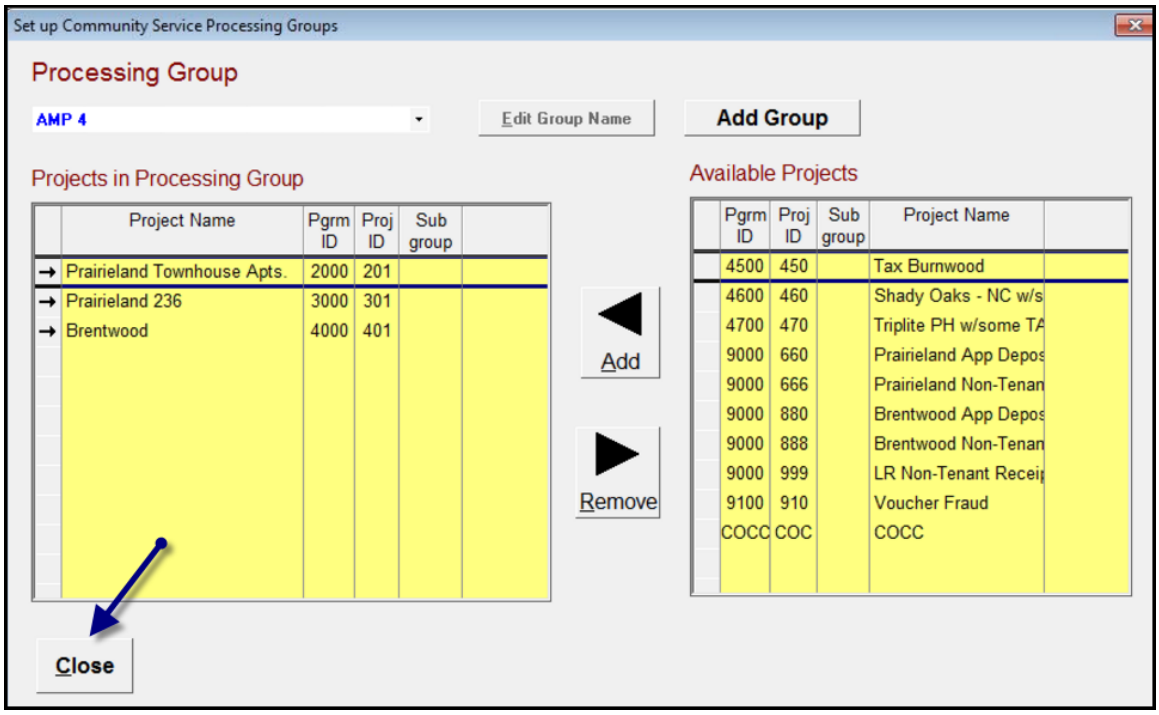




Tab out of the “Enter new group name here!” and assign projects to the processing group by highlighting the projects under “Available Projects” and clicking on the “Add” button.



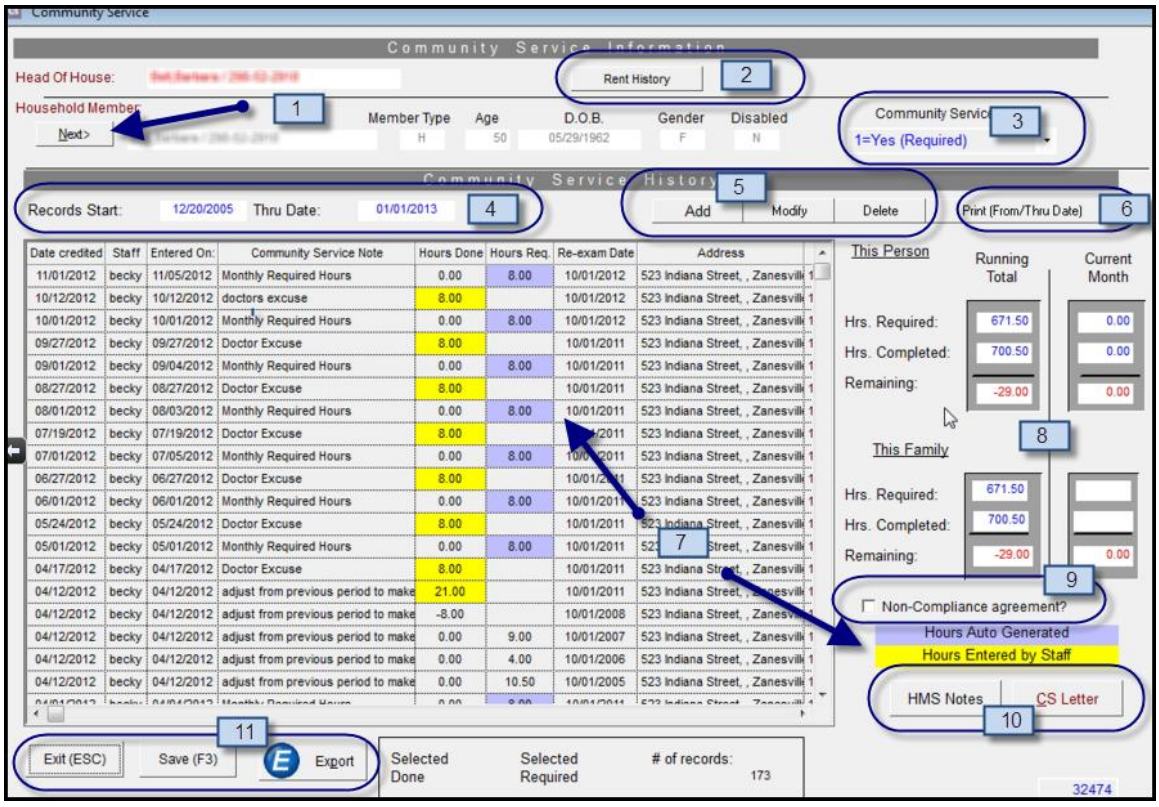
The processing group is now created. Click on “Close” to save the processing group.


Set up Community Service Processing Groups
Processing Group
AMP 4
Edit Group Name
Add Group
Projects in Processing Group
Project Name
Pgrm ID
Proj ID
Sub group
Prairieland Townhouse Apts.
2000
201
Prairieland 236
3000
301
Brentwood
4000
401
Add
Remove
Available Projects
Pgrm ID
Proj ID
Sub group
Project Name
4500
450
Tax Burnwood
4600
460
Shady Oaks - NC w/s
4700
470
Triplite PH w/some TA
9000
660
Prairieland App Depos
9000
666
Prairieland Non-Tenan
9000
880
Brentwood App Depos
9000
888
Brentwood Non-Tenan
9000
999
LR Non-Tenant Recei
9100
910
Voucher Fraud
COCC
COC
COCC
Close

Viewing Community Services Balances

CS Balance for an Individual Resident (CS Ledger)

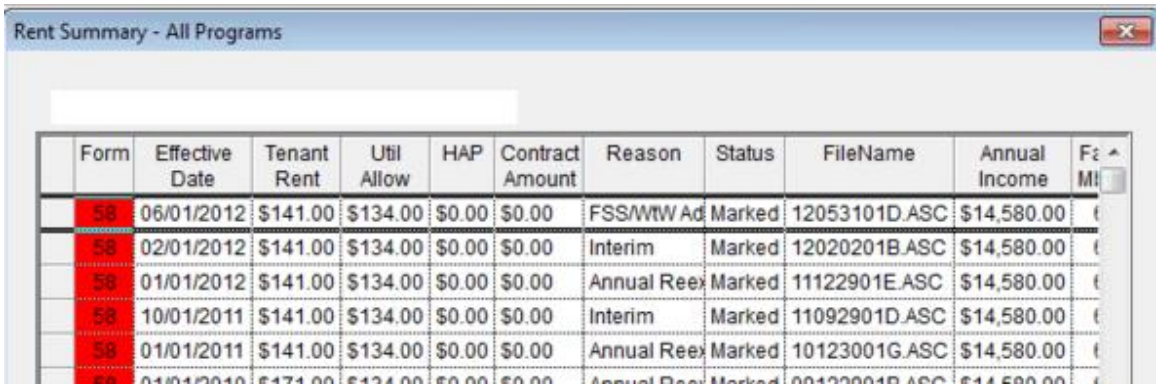
Individual CS balances are tracked on the CS Resident Ledger which can be accessed from the Community Service module, winFAM (Tenant Recertification Screen), and Encompass. When opening this Ledger, all family members for a family can be accessed by clicking on the "Next" button.



1 At the top of the screen, resident information from winFAM is displayed.

NOTE: The **"Next"** button brings the next family member's CS Ledger forward.

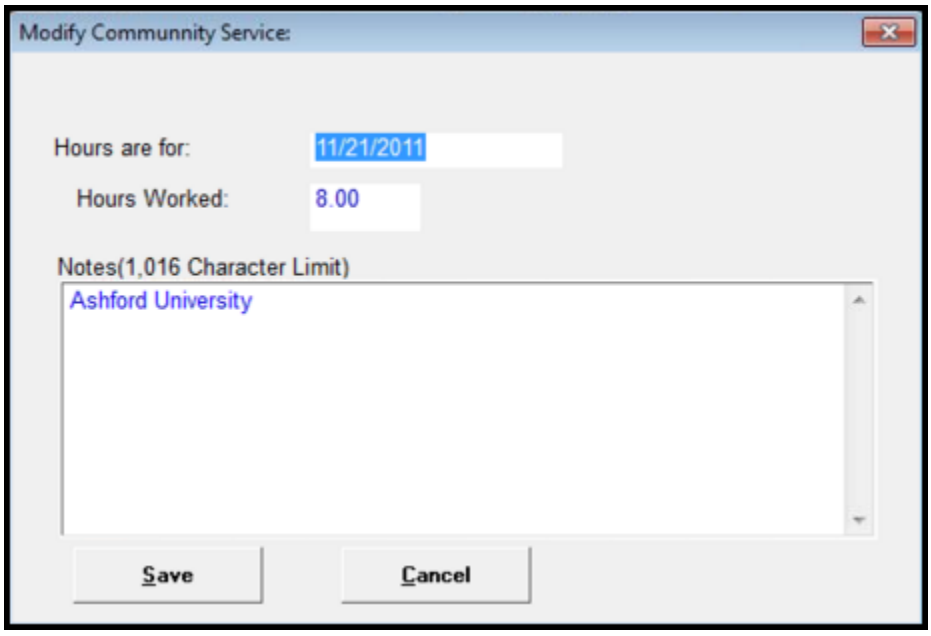
2 The "Rent History" button has been added so that the 50058 information for the family can be easily accessed. This will help in determining when a resident's CS hours need to be completed by.



3 The CS status is displayed for each family member. This status *cannot* be changed in the CS module, but must be changed from the "winFAM-Tenant Certification Screen/Household Tab."

4 The "Records Start" date is the date of the first CS record for the resident and the "Records Thru" date is the date which CS has had CS hours required posting. Both of these date fields can be typed in so that records for a specific time period can be viewed or reported on. These records can be exported to Excel by clicking on the "E' button or a report can be printed by using the "Print From/Thru Date" option.

5 The "Add, Modify, and Delete" buttons are available to add CS hours completed, make adjustments to the CS resident's CS Ledger balance, and make notes for hours completed and/or required. Any CS record can be modified or deleted.



6 The “Print From/Thru” button will print a summary or detailed report of the records displayed for the “Records Start” and “Thru Date.”

7 The hours required and completed are displayed and color coded purple for auto-generated CS hours required and yellow for CS hours entered by HA Staff.

8 The CS balances are displayed here for the CS resident chosen and the total for the family. The far right boxes display current month CS hours owed and the grand total of CS due on the left.

9 Non-Compliance Agreement Tracking. See section below.

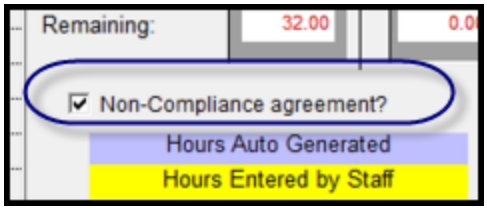
10 HMS Notes and Letter Assistant can be accessed here.

11 Options to “Exit”, “Save”, and export to Excel (“E” button).

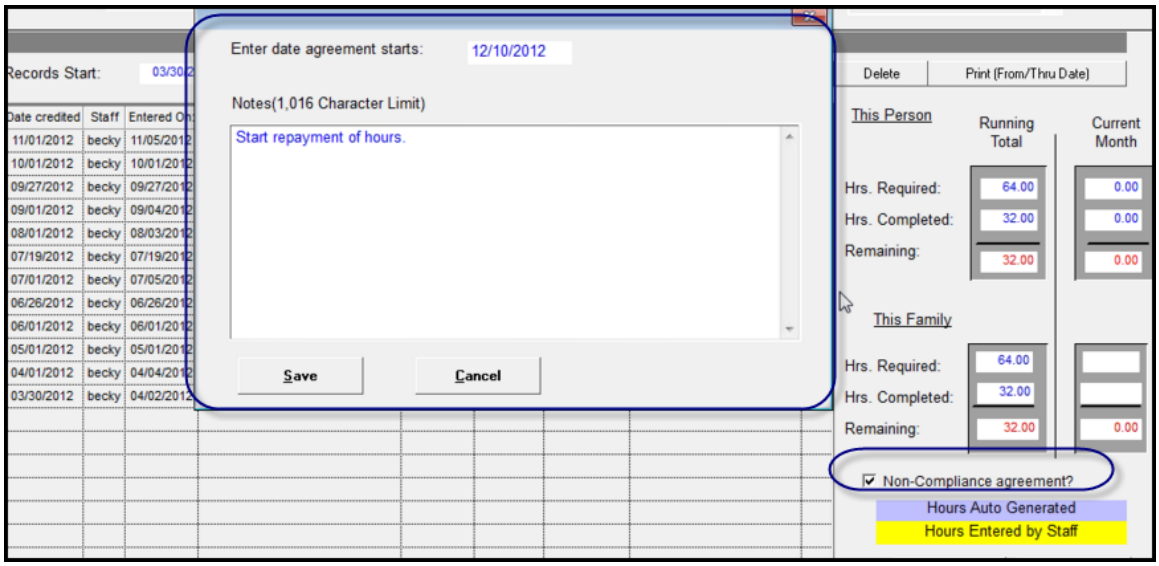
Setting up Non-Compliance Agreements

Community Service residents that have not completed their CS hours or owe the HA hours because of fraudulent income reporting can be assigned a “Non-Compliance Agreement.” The CS HAB software can help with this tracking.

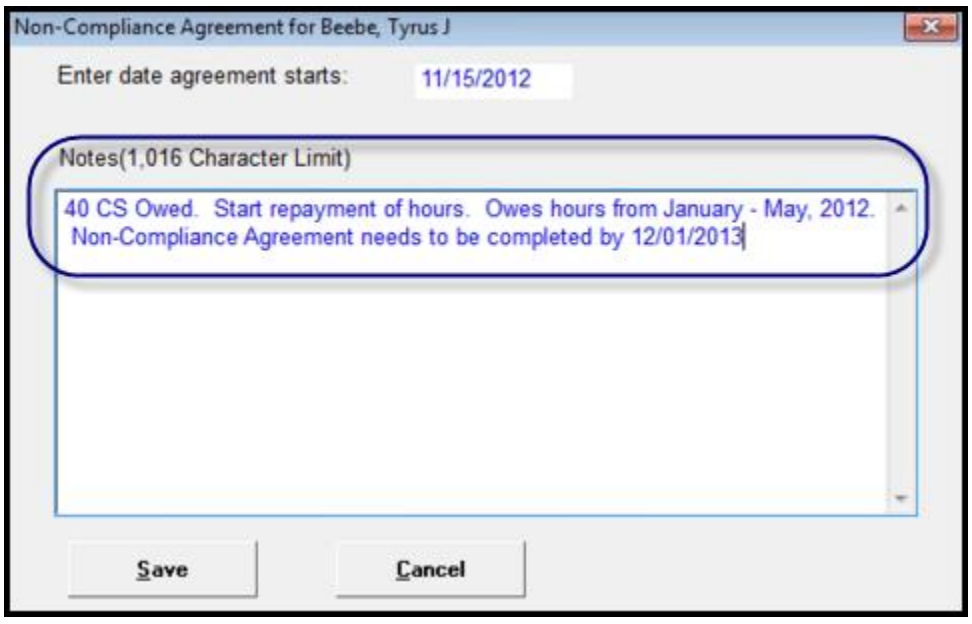
Go the CS Ledger screen for the resident that requires a “Non-Compliance Agreement” and check the option.



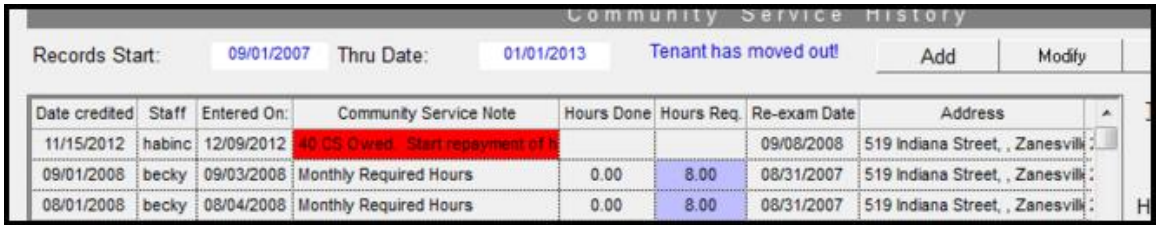
When you check the option “Non-Compliance Agreement,” the following screen appears.



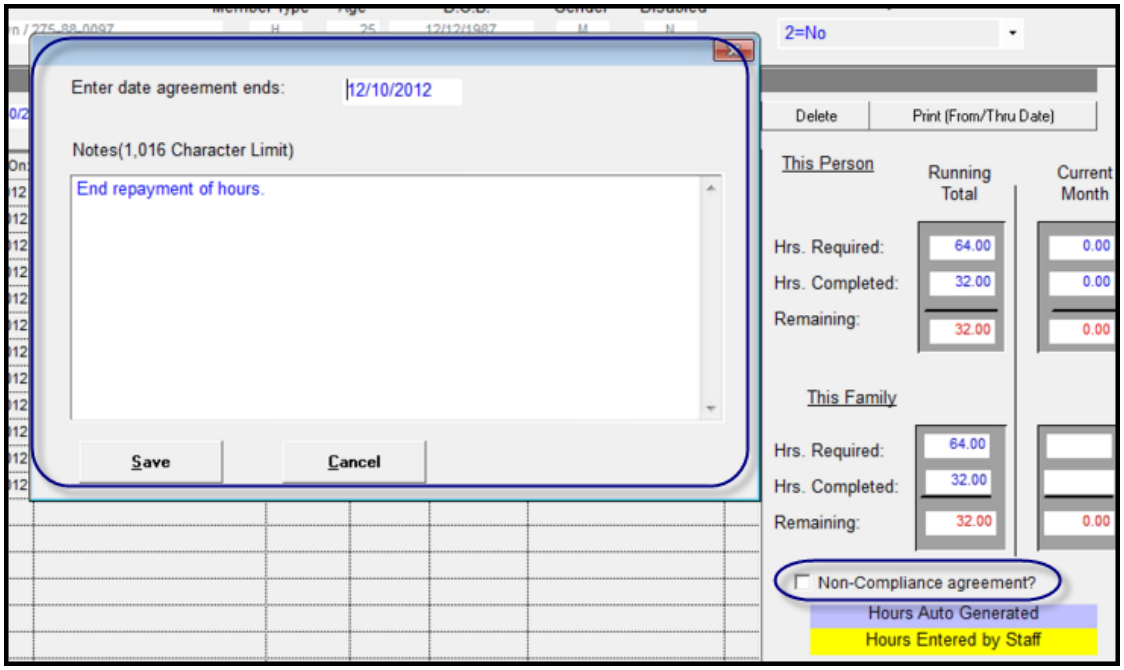
HAB suggests entering the information for the agreement as follows. There is not a field to add in the hours required because the hours are already part of the CS resident’s balance.



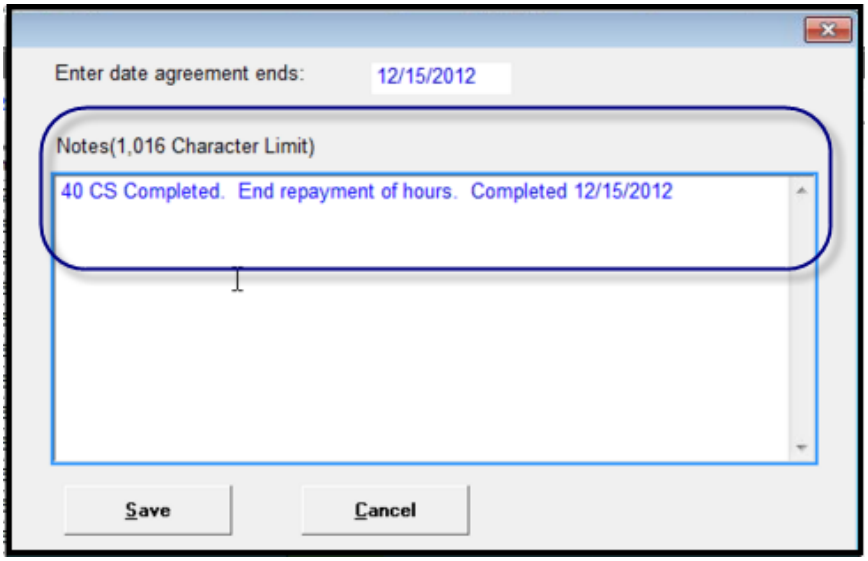
The entry will be highlighted red as follows and no hours are listed in the “Hours Required” column but display as part of the “Community Service Note.”



When the resident completes the CS hours owed for the agreement, take off the check mark for the “Non-Compliance Agreement” and the following screen will appear.



HAB suggests typing in the following information to show the CS hours and agreement are completed.

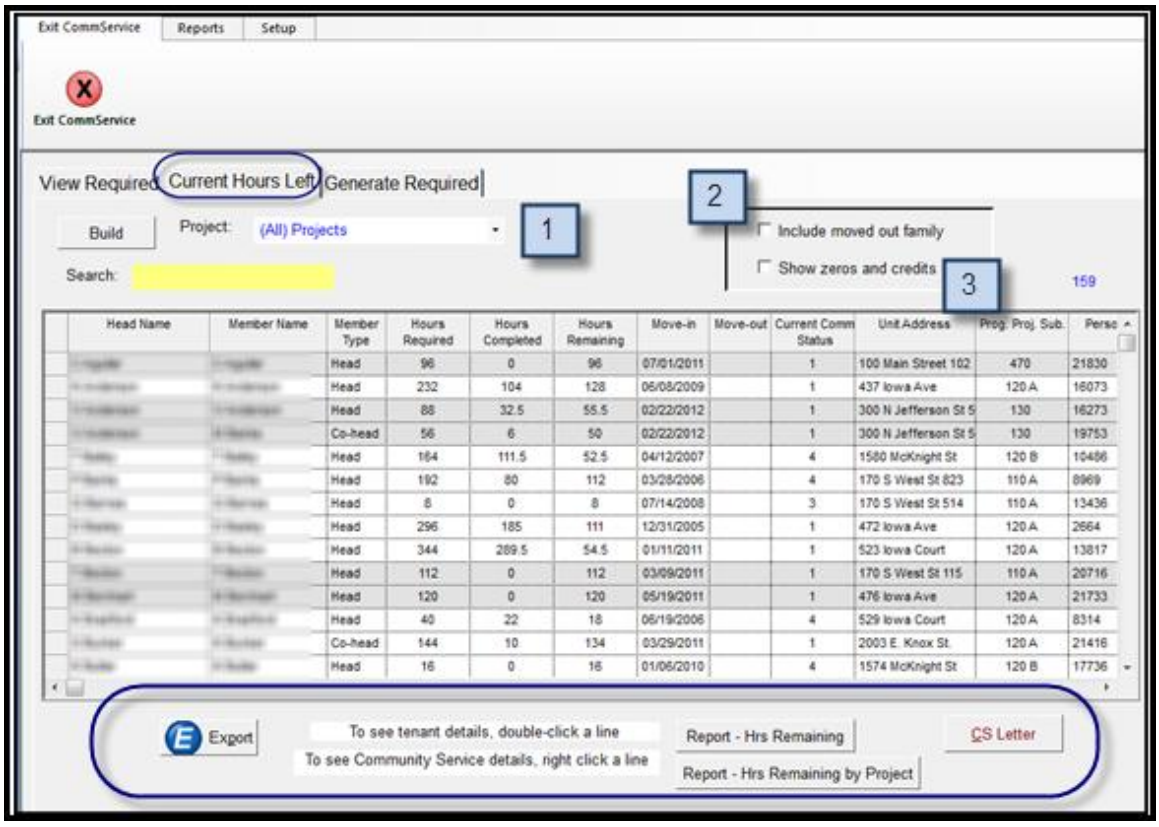


The completed entry will display highlighted in green.

NOTE: ***The red and green highlights displaying are dependent on the wording of "Start Repayment" and "End Repayment" in the Notes Field of the "Non-Compliance Agreement" screen.***

CS Balances for all Community Service Residents

The best place to see CS balances for all CS residents is the “Current Hours Left” tab.



Head Name	Member Name	Member Type	Hours Required	Hours Completed	Hours Remaining	Move-in	Move-out	Current Comm Status	Unit Address	Prog. Proj. Sub.	Perso
		Head	96	0	96	07/01/2011		1	100 Main Street 102	470	21830
		Head	232	104	128	06/08/2009		1	437 Iowa Ave	120 A	16073
		Head	88	32.5	55.5	02/22/2012		1	300 N Jefferson St 5	130	16273
		Co-head	56	6	50	02/22/2012		1	300 N Jefferson St 5	130	19753
		Head	164	111.5	52.5	04/12/2007		4	1580 McKnight St	120 B	10486
		Head	192	80	112	03/28/2006		4	170 S West St 823	110 A	8969
		Head	8	0	8	07/14/2008		3	170 S West St 514	110 A	13436
		Head	296	185	111	12/31/2005		1	472 Iowa Ave	120 A	2664
		Head	344	289.5	54.5	01/11/2011		1	523 Iowa Court	120 A	13817
		Head	112	0	112	03/09/2011		1	170 S West St 115	110 A	20716
		Head	120	0	120	05/19/2011		1	476 Iowa Ave	120 A	21733
		Head	40	22	18	06/19/2006		4	529 Iowa Court	120 A	8314
		Co-head	144	10	134	03/29/2011		1	2003 E. Knox St	120 A	21416
		Head	16	0	16	01/06/2010		4	1574 McKnight St	120 B	17736

1 Choose “(All) Projects” or one project at a time to display what balances to report or work on.

2 Click on the “Include moved out family” to include CS residents that have moved out.

3 Click on the “Show zeros and credits” to display CS residents with zero or credit balances.

From this screen, a resident can be highlighted to go to other options: a double-click will bring the user to the tenant recertification screen and a right-click to the tenant’s community service ledger. The “E” button and “CS Letter” button are also available from this tab.

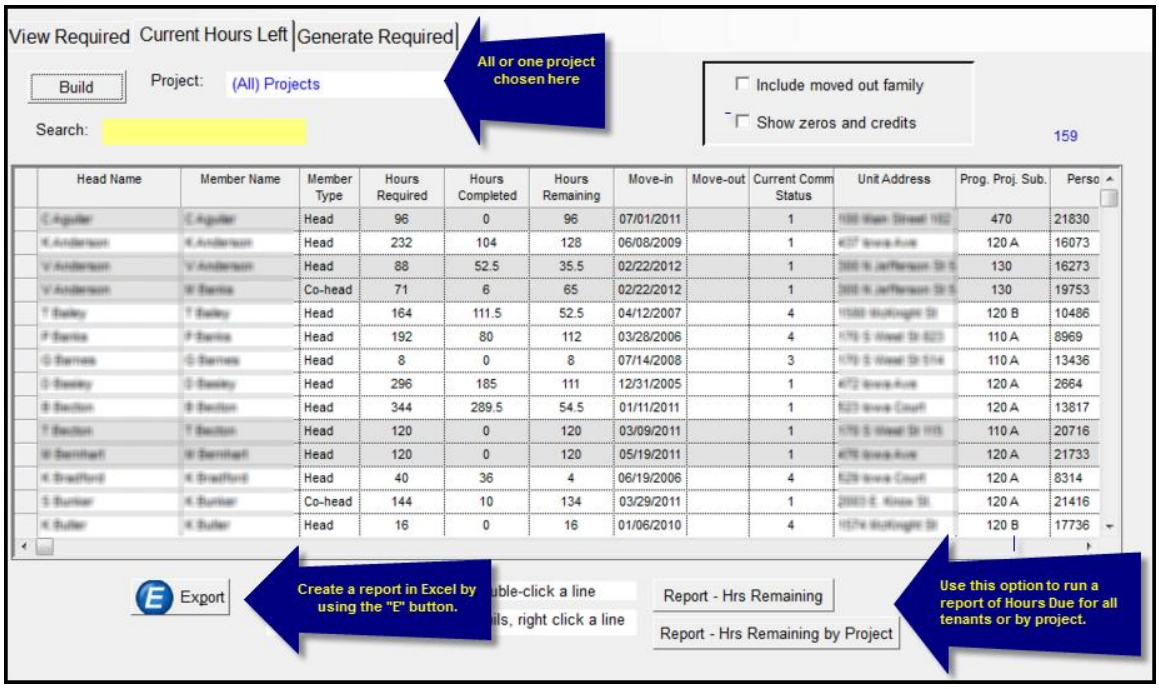
There are also two report options available – “CS Hours Remaining and CS Hours Remaining by Project” available for users that prefer reports to using the “E” button to export to Excel. Examples of this report are displayed in the “Community Service Reporting” section of this manual (see below).

Community Service Reporting

Under “Current Hours Left” Tab

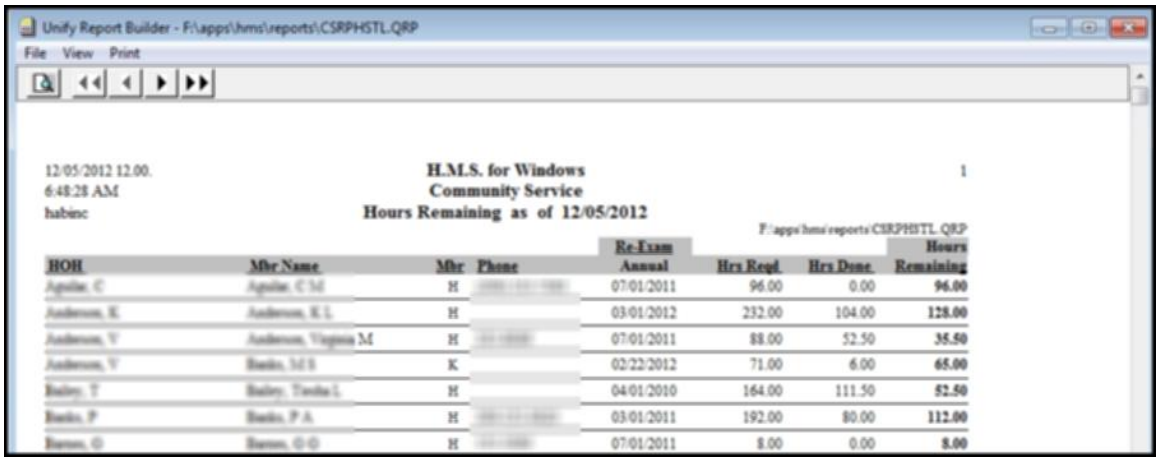
This tab is a great place to get a report of total hours owed by each tenant in a project or in all projects depending on the “Project:” selection that is chosen.

The “E” button is available to export your information to Excel so that you can format the report any way you like.



Head Name	Member Name	Member Type	Hours Required	Hours Completed	Hours Remaining	Move-in	Move-out	Current Comm Status	Unit Address	Prog. Proj. Sub.	Perso
[redacted]	[redacted]	Head	96	0	96	07/01/2011		1	[redacted]	470	21830
[redacted]	[redacted]	Head	232	104	128	06/08/2009		1	[redacted]	120 A	16073
[redacted]	[redacted]	Head	88	52.5	35.5	02/22/2012		1	[redacted]	130	16273
[redacted]	[redacted]	Co-head	71	6	65	02/22/2012		1	[redacted]	130	19753
[redacted]	[redacted]	Head	164	111.5	52.5	04/12/2007		4	[redacted]	120 B	10486
[redacted]	[redacted]	Head	192	80	112	03/28/2006		4	[redacted]	110 A	8969
[redacted]	[redacted]	Head	8	0	8	07/14/2008		3	[redacted]	110 A	13436
[redacted]	[redacted]	Head	296	185	111	12/31/2005		1	[redacted]	120 A	2664
[redacted]	[redacted]	Head	344	289.5	54.5	01/11/2011		1	[redacted]	120 A	13817
[redacted]	[redacted]	Head	120	0	120	03/09/2011		1	[redacted]	110 A	20716
[redacted]	[redacted]	Head	120	0	120	05/19/2011		1	[redacted]	120 A	21733
[redacted]	[redacted]	Head	40	36	4	06/19/2006		4	[redacted]	120 A	8314
[redacted]	[redacted]	Co-head	144	10	134	03/29/2011		1	[redacted]	120 A	21416
[redacted]	[redacted]	Head	16	0	16	01/06/2010		4	[redacted]	120 B	17736

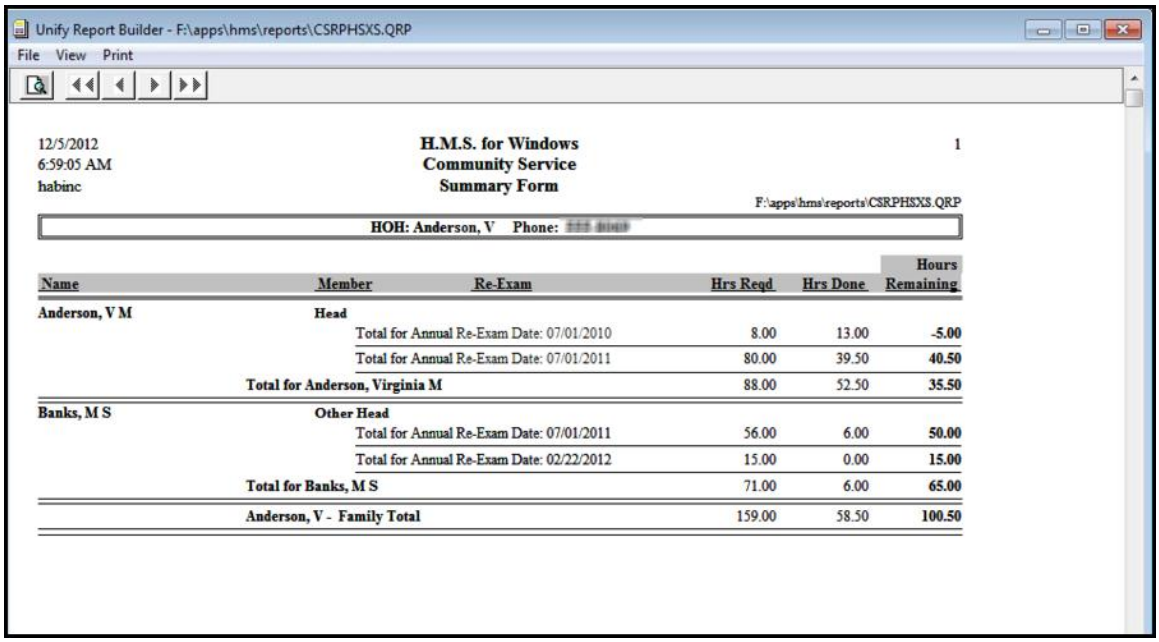
The “Reports – Hrs Remaining” and “Reports – Hrs Remaining by Project” is a listing of all residents owing CS hours. It includes their phone number and last annual re-exam date. A sample is shown here.



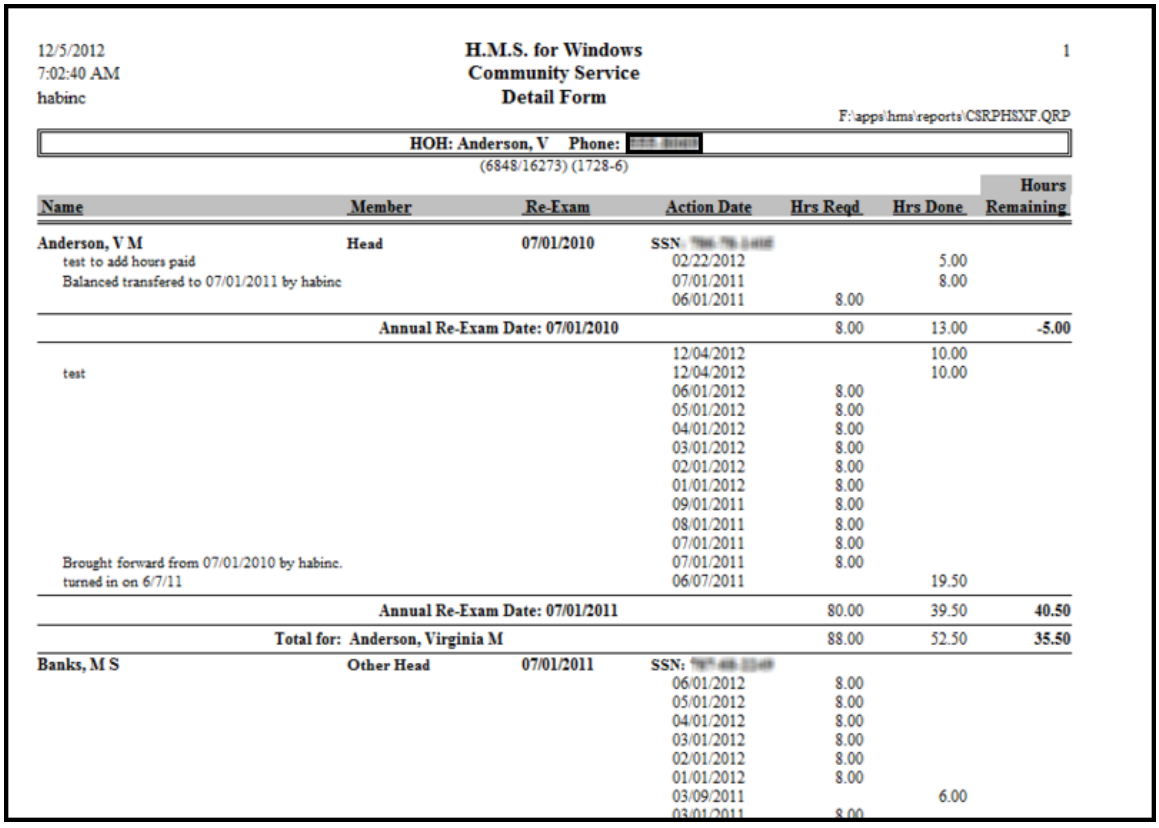
On the Community Service Ledger

On the CS Ledger screen, the “Print(From/Thru Date)” is available. This will print a summary or detail report for the members of the family you are viewing for the dates displayed in “Records Start” and “Thru Date.” These dates can be changed by the user for whatever dates wanted for the report, i.e. a specific recert period.

Example of the Summary Report.



Example of the Detail Report.



12/5/2012 7:02:40 AM habinc — **H.M.S. for Windows Community Service Detail Form** — 1

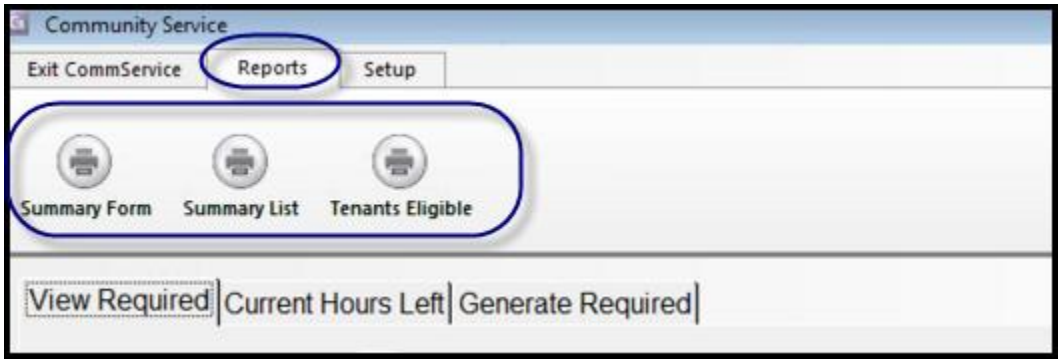
F:\apps\hms\reports\CSRPHSXF.QRP

HOH: Anderson, V Phone: [redacted]
(6848/16273) (1728-6)

Name	Member	Re-Exam	Action Date	Hrs Reqd	Hrs Done	Hours Remaining
Anderson, V M	**Head**	**07/01/2010**	**SSN:** [redacted]			
test to add hours paid			02/22/2012		5.00	
Balanced transfered to 07/01/2011 by habinc			07/01/2011		8.00	
			06/01/2011	8.00		
		Annual Re-Exam Date: 07/01/2010		8.00	13.00	**-5.00**
			12/04/2012		10.00	
test			12/04/2012		10.00	
			06/01/2012	8.00		
			05/01/2012	8.00		
			04/01/2012	8.00		
			03/01/2012	8.00		
			02/01/2012	8.00		
			01/01/2012	8.00		
			09/01/2011	8.00		
			08/01/2011	8.00		
			07/01/2011	8.00		
Brought forward from 07/01/2010 by habinc.			07/01/2011	8.00		
turned in on 6/7/11			06/07/2011		19.50	
		Annual Re-Exam Date: 07/01/2011		80.00	39.50	**40.50**
	Total for: Anderson, Virginia M			88.00	52.50	**35.50**
Banks, M S	**Other Head**	**07/01/2011**	**SSN:** [redacted]			
			06/01/2012	8.00		
			05/01/2012	8.00		
			04/01/2012	8.00		
			03/01/2012	8.00		
			02/01/2012	8.00		
			01/01/2012	8.00		
			03/09/2011		6.00	
			03/01/2011	8.00		

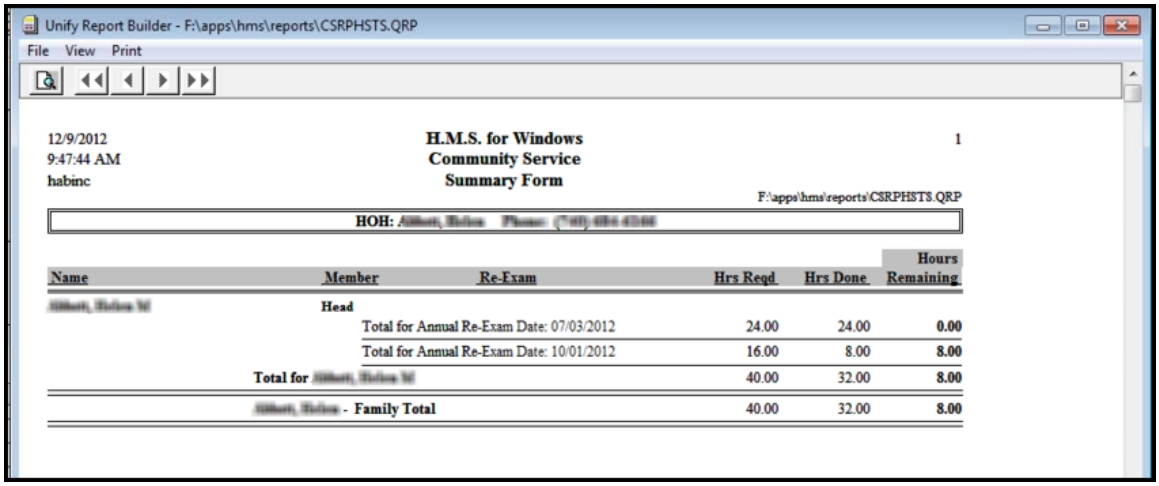
In Community Service/Reports

There are three additional reports located under the “Reports” tab of CS.

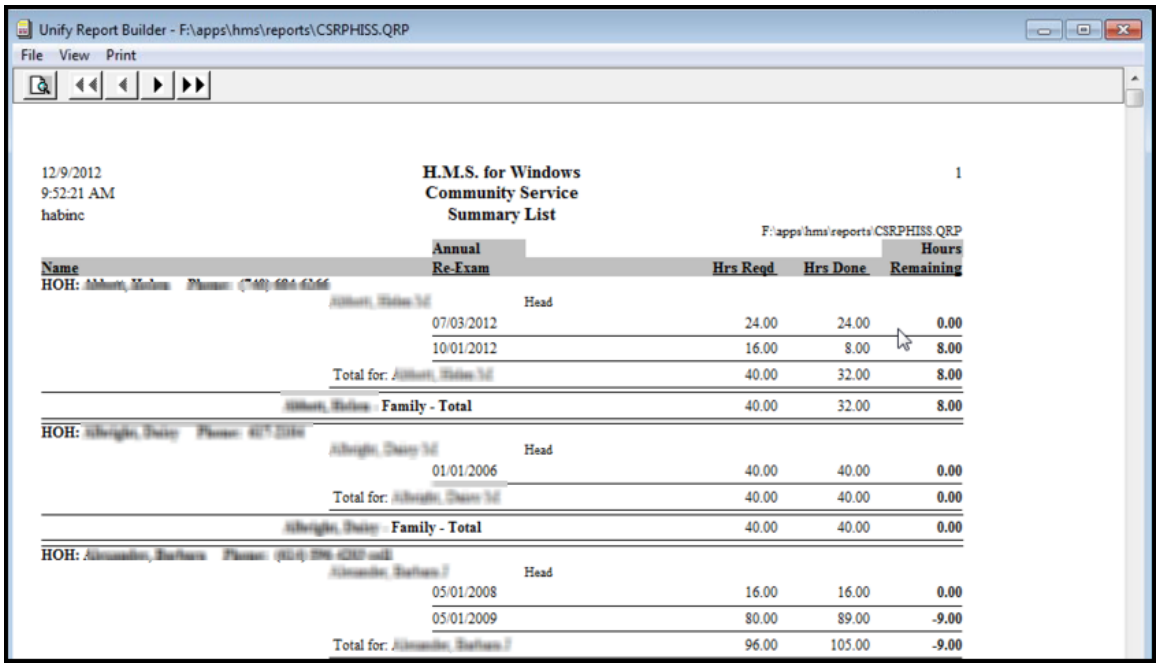


\

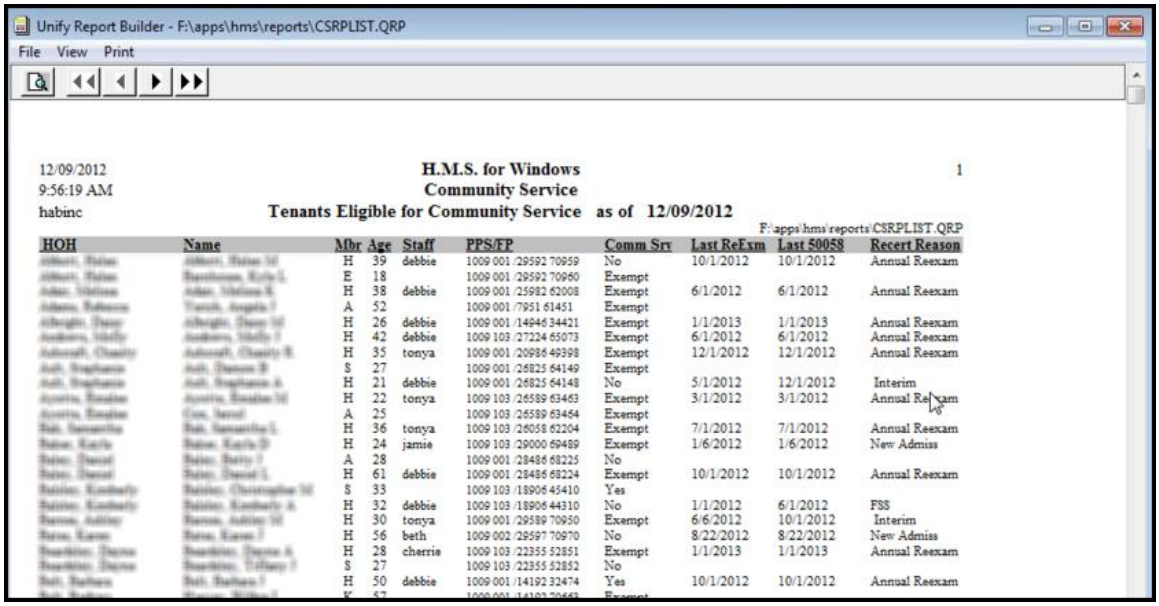
Summary Form Report – This report looks like a CS Statement by re-exam date.



Summary List – A listing of all CS residents with their balances displayed per re-exam date.



Tenants Eligible – A listing of Public Housing residents and their CS status.



Unify Report Builder - F:\apps\hms\reports\CSRPLIST.QRP

File View Print

12/09/2012 **H.M.S. for Windows** 1
9:56:19 AM **Community Service**
habinc **Tenants Eligible for Community Service as of 12/09/2012**
F:\apps\hms\reports\CSRPLIST.QRP

HOH	Name	Mbr	Age	Staff	PPS/FP	Comm Srv	Last ReExm	Last 50058	Recert Reason
[illegible]	[illegible]	H	39	debbie	1009 001 /29592 70959	No	10/1/2012	10/1/2012	Annual Reexam
[illegible]	[illegible]	E	18		1009 001 /29592 70960	Exempt			
[illegible]	[illegible]	H	38	debbie	1009 001 /25982 62008	Exempt	6/1/2012	6/1/2012	Annual Reexam
[illegible]	[illegible]	A	52		1009 001 /7951 61451	Exempt			
[illegible]	[illegible]	H	26	debbie	1009 001 /14946 34421	Exempt	1/1/2013	1/1/2013	Annual Reexam
[illegible]	[illegible]	H	42	debbie	1009 103 /27224 65073	Exempt	6/1/2012	6/1/2012	Annual Reexam
[illegible]	[illegible]	H	35	tonya	1009 001 /20986 49398	Exempt	12/1/2012	12/1/2012	Annual Reexam
[illegible]	[illegible]	S	27		1009 001 /26825 64149	Exempt			
[illegible]	[illegible]	H	21	debbie	1009 001 /26825 64148	No	5/1/2012	12/1/2012	Interim
[illegible]	[illegible]	H	22	tonya	1009 103 /26589 63463	Exempt	3/1/2012	3/1/2012	Annual Reexam
[illegible]	[illegible]	A	25		1009 103 /26589 63464	Exempt			
[illegible]	[illegible]	H	36	tonya	1009 103 /26058 62204	Exempt	7/1/2012	7/1/2012	Annual Reexam
[illegible]	[illegible]	H	24	jamie	1009 103 /29000 69489	Exempt	1/6/2012	1/6/2012	New Admiss
[illegible]	[illegible]	A	28		1009 001 /28486 68225	No			
[illegible]	[illegible]	H	61	debbie	1009 001 /28486 68224	Exempt	10/1/2012	10/1/2012	Annual Reexam
[illegible]	[illegible]	S	33		1009 103 /18906 45410	Yes			
[illegible]	[illegible]	H	32	debbie	1009 103 /18906 44310	No	1/1/2012	6/1/2012	FSS
[illegible]	[illegible]	H	30	tonya	1009 001 /29589 70950	Exempt	6/6/2012	10/1/2012	Interim
[illegible]	[illegible]	H	56	beth	1009 002 /29597 70970	No	8/22/2012	8/22/2012	New Admiss
[illegible]	[illegible]	H	28	cherrie	1009 103 /22355 52851	Exempt	1/1/2013	1/1/2013	Annual Reexam
[illegible]	[illegible]	S	27		1009 103 /22355 52852	No			
[illegible]	[illegible]	H	50	debbie	1009 001 /14192 32474	Yes	10/1/2012	10/1/2012	Annual Reexam
[illegible]	[illegible]	K	57		1009 001 /14192 70662	Exempt			

Check these reports out! We at HAB challenge the user to use the “E” button to use Excel for reports. Using Excel allows flexibility as to what appears on the report.