



# Community Service



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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.

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### 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 1<sup>st</sup>, 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.

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### 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.

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### **How does HAB Community Service help?**

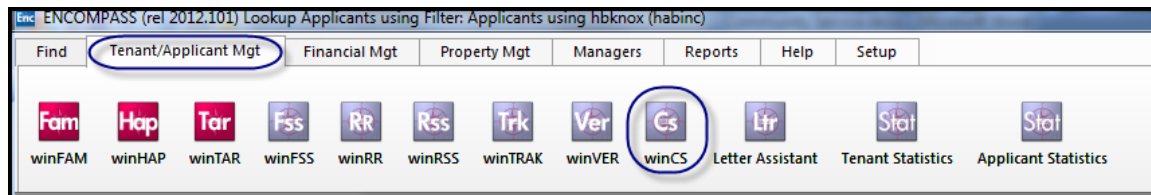
One thing is certain! Every Housing Authority handles CS a little differently. Therefore, the CS software is flexible so that it meets the needs of every HA.

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.

View Required | Current Hours Left | Generate Required

Hours Required per Month: 8 Project: (All) Projects Rows: 241 Pending: 1

List of all people who's Community Service Indicator is currently set to (1) Yes, (2) No or (3) Pending in WinFam

Search:

Head Name	Member Name	Member Type	Staff	Prog. Proj. Sub.	Comm Status	Last Reexam	Last 50058	Last Reason	Move-in
Kosoff, Helen	Kosoff, Helen	Head	debbie	1009 001	(2) No	10/01/2012	10/01/2012	Annual Reexam	07/03/2012
Kosoff, Stephanie	Kosoff, Stephanie	Head	debbie	1009 001	(2) No	05/01/2012	12/01/2012	Interim	12/28/2010
Kosoff, Sarah	Kosoff, Sarah	Adult	debbie	1009 001	(2) No	10/01/2012	10/01/2012	Annual Reexam	10/27/2011
Kosoff, Kimberly	Kosoff, Christopher	Spouse	debbie	1009 103	(1) Yes	01/01/2012	06/01/2012	FSS	07/25/2008
Kosoff, Kimberly	Kosoff, Kimberly	Head	debbie	1009 103	(2) No	01/01/2012	06/01/2012	FSS	07/25/2008
Kosoff, Karen	Kosoff, Karen	Head	beth	1009 002	(2) No	08/22/2012	08/22/2012	New Admission	08/22/2012
Kosoff, Debra	Kosoff, Tiffany	Spouse	cherrie	1009 103	(2) No	01/01/2013	01/01/2013	Annual Reexam	01/06/2011
Kosoff, Barbara	Kosoff, Barbara	Head	debbie	1009 001	(1) Yes	10/01/2012	10/01/2012	Annual Reexam	11/05/2007
Kosoff, Patricia	Kosoff, Patricia	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	07/20/2010
Kosoff, Becky	Kosoff, Becky	Head	debbie	1009 103	(2) No	05/01/2012	05/01/2012	Annual Reexam	02/17/2010
Kosoff, Lacey	Kosoff, Lacey	Co-head	jamie	1009 001	(2) No	08/21/2012	08/21/2012	New Admission	08/21/2012
Kosoff, Julie	Kosoff, Julie	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	04/14/2009
Kosoff, Sarah	Kosoff, Sarah	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	08/13/2009
Kosoff, Stephanie	Kosoff, Stephanie	Head	debbie	1009 001	(2) No	01/01/2013	01/01/2013	Annual Reexam	01/08/2011

Export To see tenant details, double-click a line CS Letter

To see Community Service details, right click a line

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.”

Exit CommService Reports Setup

Exit CommService

View Required **Current Hours Left** Generate Required

Build Project: (All) Projects

Search:

☐ Include moved out family

☐ Show zeros and credits 159

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	1500 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	269.5	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	05/19/2006		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	01/05/2010		4	1574 McKnight St	120 B	17736

Export To see tenant details, double-click a line To see Community Service details, right click a line

Report - Hrs Remaining Report - Hrs Remaining by Project

CS Letter

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.”

View Required | Current Hours Left | **Generate Required**


Records last generated for: 11/2012    Hours Required per Month:    Processing Group:    **Generate Next Month**

Enter next month to generate: 12/01/2012    8    (All)

Generate required records for tenants set to (1) Yes and (2) No. Click 'Generate?' column to add Pending tenants.

Total # of records: 241    # of Pending: 17

Generate?	Head Name	Member Name	Member Type	Staff	Prog. Proj. Sub.	Comm Status	Last Reexam	Last 50058	Last Reason	Move-in
<input checked="" type="checkbox"/>	Aschell, Helen	Aschell, Helen S	Head	debbie	1009 001	(2) No	10/01/2012	10/01/2012	Annual Reexam	07/03/2012
<input checked="" type="checkbox"/>	Ault, Stephanie	Ault, Stephanie S	Head	debbie	1009 001	(2) No	05/01/2012	12/01/2012	Interim	12/28/2010
<input checked="" type="checkbox"/>	Bales, Daniel	Bales, Betty J	Adult		1009 001	(2) No				10/27/2011
<input checked="" type="checkbox"/>	Bales, Kimberly	Bales, Christopher	Spouse		1009 103	(1) Yes				07/25/2008
<input checked="" type="checkbox"/>	Bales, Kimberly	Bales, Kimberly S	Head	debbie	1009 103	(2) No	01/01/2012	06/01/2012	FSS	07/25/2008
<input checked="" type="checkbox"/>	Bales, Karen	Bales, Karen J	Head	beth	1009 002	(2) No	08/22/2012	08/22/2012	New Admission	08/22/2012
<input checked="" type="checkbox"/>	Boardley, Jayne	Boardley, Tiffany J	Spouse		1009 103	(2) No				01/06/2011
<input checked="" type="checkbox"/>	Bell, Barbara	Bell, Barbara J	Head	debbie	1009 001	(1) Yes	10/01/2012	10/01/2012	Annual Reexam	11/05/2007
<input checked="" type="checkbox"/>	Bergman, Patrick	Bergman, Patrick S	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	07/20/2010
<input checked="" type="checkbox"/>	Bell, Betty	Bell, Betty L	Head	debbie	1009 103	(2) No	05/01/2012	05/01/2012	Annual Reexam	02/17/2010
<input checked="" type="checkbox"/>	Boothby, Lacey	Boothby, Lacey L	Co-head		1009 001	(2) No				08/21/2012
<input checked="" type="checkbox"/>	Bost, Julie	Bost, Julie S	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	04/14/2009
<input checked="" type="checkbox"/>	Bragg, Sarah	Bragg, Sarah J	Head	tonya	1009 001	(2) No	04/01/2012	04/01/2012	Annual Reexam	08/13/2009

 Export    To see tenant details, double-click a line    To see Community Service details, right click a line

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.”

ENCOMPASS (rel 2012.101) Lookup Tenants using Filter: Tenants - Public HSG using hbknox (habinc)

Find Tenant/Applicant Mgt Financial Mgt Property Mgt Managers Reports Help Setup

Miscellaneous Other Payees Units Other

PH/Owned Housing Tenant Actions - MemoPad

Tenant Actions Apts/Letters Property Management Other

FSS FSS FSS Rss Ver Note Cs Att Print Bar Code

FSS Calc FSS Balance FSS Addendum Resident Svcs Verify Notes Community Svc Attachments Print Bar Code

Unit Label	Last Name	First Name	M.I.	Soc Sec #	Middle Name	Type	Port Status	Member Type	HOH Full Name	Move In	Move Out	Intent 2 Vacate	Address	City	County	Zip	Staff As
56	Smith	L	D	***-**-****	Dionne	PH-Tenant	Not	Head	Smith L D	11/05/2010			1595 McKnight St	Galesburg		614014251	ea

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.”

Community Service Information

Head Of House: [Name] Last Re-Exam Date: 11/05/2010 Print

Household Member: [Name] Member Type: H Age: 33 D.O.B: 04/29/1979 Gender: F Disabled: N Community Service Status: 1=Yes (Required)

Community Service History

Records Start: 11/01/2010 Thru Date: 12/01/2012 Add Modify Delete Print (From/Thru Date)

Move-in: 11/05/2010

Date credited	Staff	Entered On	Community Service Note	Hours Done	Hours Req	Re-exam Date	Address
12/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
08/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
06/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
05/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
04/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
03/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
02/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
01/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
12/01/2011	habinc	03/23/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
11/01/2011	habinc	03/12/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
10/01/2011	habinc	03/06/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
09/01/2011	habinc	09/09/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
08/01/2011	habinc	08/31/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
07/01/2011	habinc	08/31/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
06/01/2011	ea	06/07/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
05/01/2011	ea	05/16/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
04/01/2011	ea	04/13/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg
03/01/2011	ea	03/07/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St, Galesburg

This Person

Running Total: 176.00

Current Month: 0.00

Hrs. Required: 176.00

Hrs. Completed: 0.00

Remaining: 176.00

This Family

Hrs. Required: 176.00

Hrs. Completed: 0.00

Remaining: 176.00

Non-Compliance agreement? Hours Auto Generated Hours Entered by Staff

HMS Notes CS Letter

Exit (ESC) Save (F3) Export Selected Done Selected Required # of records: 22

19100

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.

The screenshot shows the Encompass/Tenants interface. At the top, there are tabs: Find, Tenant/Applicant Mgt, Financial Mgt, Property Mgt, Managers, and Rep. Below these are icons for Exit Encompass (red X), Applicants (yellow APPL), Tenants (blue TEN, circled in blue), Applicants/Tenants (blue people icon), Landlords (purple LL), and Vacated Tracking (purple TRK). Below the icons are labels: Exit Encompass, Applicants, Tenants, Applicants/Tenants, Landlords, and Vacated Tracking. On the left, a dropdown menu is open, showing a list of filters: Comm. Service - (1) Yes, Comm. Service - (1) Yes, Comm. Service - (2) No, Comm. Service - (3) Pending, Comm. Service - (4) Exempt, FSS Tenants, FSS Tenants - Current, Inspections - Last 7 days, Inspections - Next 7 days, Inspections - This Month, Inspections - Today, My Appointments, My Appointments - Last 30 Days, My Appointments - Next 10 days, and My Appointments - Today. To the right of the dropdown is an Advanced search section with a checkbox and a Clear button. Below the dropdown and Advanced search is a table with columns: Middle Name, Type, Port Status, Member Type, and HOH F. The table is currently empty.

Middle Name	Type	Port Status	Member Type	HOH F
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## 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.

Form Related | Tenant Actions/Processes | Reports

Programs

Current | SSN | Print Screen | Printer | Show Pictures | PDF

Basic | **Household** | Income | Assets | Allowances | Other/Addr | Verify | Rent Calc | FSS | Tax Credit | Misc | EID | 002(B) Family

L D Smith @1595 McKnight St., Galesburg, IL 614014251

CHANGE HOH | VIEW HISTORY | ADD MEMBER

#	Last Name	First Name	M.I.	Mid/ Salut (Sr., Jr.)	Sex	SSN	Type	Date of Birth	Age	Elder	Disa	Citize	Eth
1	Smith	L	D	Ms	F	179-08-6479	H	04/20/1979	31	N	N	EC	N
2	Smith	N	Q	Oua	F	179-08-6479	Y	04/05/2001	9	N	N	EC	N
3	Smith	M	T	Ter	M	179-08-6479	Y	03/19/2003	7	N	N	EC	N

Last Name: Smith | H Head

First Name: L | Middle Init: D | Middle Name: Dionne

Salutation: Ms. | (Sr., Jr. III)

SSN: 179-08-6479 | ARN:

Date of Birth: 04/20/1979 | Age: 31 | Elderly: ☐ | Disability: ☐ | Higher Education: ☐

Gender: Female

Ethnicity: Non-Hispanic

Citizenship: EC EI Citizen

Community Service: 1 Yes

Place of Birth: Chicago, IL

NOTES: | Noteworthy Pass: N None

The following resident CS ledger will appear.

Community Service Information

Head Of House: [Redacted] | Last Re-Exam Date: 11/05/2010 | Print

Household Member:

Member Type	Age	D.O.B	Gender	Disabled	Community Service Status
H	33	04/20/1979	F	N	1=Yes (Required)

Community Service History

Records Start: 11/01/2010 | Thru Date: 12/01/2012 | Add | Modify | Delete | Print (From/Thru Date)

Move-in: 11/05/2010

Date credited	Staff	Entered On	Community Service Note	Hours Done	Hours Req	Re-exam Date	Address
12/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
08/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
06/01/2012	habinc	11/20/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
05/01/2012	habinc	11/20/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
04/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
03/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
02/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
01/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
12/01/2011	habinc	03/23/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
11/01/2011	habinc	03/12/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
10/01/2011	habinc	03/06/2012	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
09/01/2011	habinc	09/08/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
08/01/2011	habinc	08/31/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
07/01/2011	habinc	08/31/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
06/01/2011	ea	06/07/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
05/01/2011	ea	05/16/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
04/01/2011	ea	04/13/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg
03/01/2011	ea	03/07/2011	Monthly Required Hours	0.00	8.00	11/05/2010	1595 McKnight St., Galesburg

This Person

Running Total

Hrs. Required: 176.00

Hrs. Completed: 0.00

Remaining: 176.00

This Family

Hrs. Required: 176.00

Hrs. Completed: 0.00

Remaining: 176.00

Non-Compliance agreement? ☐

Hours Auto Generated

Hours Entered by Staff

HMS Notes | CS Letter

Exit (ESC) | Save (F3) | Export

Selected Done | Selected Required | # of records: 22

19100

# 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.

View Required | Current Hours Left | Generate Required

Records last generated for: 05/2012    Hours Required per Month: 8    Processing Group: 2  
 Enter next month to generate: 06/01/2012    AMP 1    [Generate Next Month](#)

Generate required records for tenants set to (1) Yes and (2) No. Click 'Generate?' column to add Pending tenants.

Total # of records: 21    # of Pending: 2

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

[Export](#)    To see tenant details, double-click a line    To see Community Service details, right click a line

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.

**Generate Next Month**

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

Community Service Information

Head Of House: Spencer, T / 778-82-6398 Last Re-Exam Date: 10/01/2010

Household Member:  Spencer, T / 778-82-6398 Member Type: H Age: 31 D.O.B.: 01/15/1981 Gender: M Disabled: N Community Service Status: 1=Yes (Required)

Community Service History

Records Start: 10/01/2009 Thru Date: 01/01/2013

Move-in: 09/28/2009

Date credited	Staff	Entered On:	Community Service Note	Hours Done	Hours Req.	Re-exam Date	Address
06/01/2012	habinc	12/01/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
05/01/2012	habinc	11/29/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
04/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
03/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
02/01/2012	habinc	11/19/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
01/01/2012	habinc	11/10/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
12/01/2011	habinc	03/23/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
11/01/2011	habinc	03/12/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
10/01/2011	habinc	03/06/2012	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
09/01/2011	habinc	09/08/2011	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
08/01/2011	habinc	08/31/2011	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur
07/01/2011	habinc	08/31/2011	Monthly Required Hours	0.00	8.00	09/01/2010	170 S West St, 316, Galesbur

**This Person**

Running Total: 264.00  
Current Month: 0.00

Hrs. Required: 264.00  
Hrs. Completed: 116.00  
Remaining: 148.00

**This Family**

Hrs. Required: 440.00  
Hrs. Completed: 116.00  
Remaining: 324.00

## Posting CS Hours Completed

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

Community Service Information

Head Of House: **Bradford,K / 786-68-2004** Last Re-Exam Date: **06/01/2011** [Print](#)

Household Member: [Next>](#) **Bradford,K / 786-68-2004** Member Type: **H** Age: **46** D.O.B: **08/02/1966** Gender: **F** Disabled: **N** Community Service Status: **4=Exempt**

Community Service History

Records Start: **06/01/2007** Thru Date: **01/01/2013** [Add](#) [Modify](#) [Delete](#) [Print \(From/Thru Date\)](#)

Move-in: **06/19/2006**

Date credited	Staff	Entered On:	Community Service Note	Hours Done	Hours Req.	Re-exam Date	Address
07/13/2010	ea	07/13/2010	turned in on 7/13/10	10.00		06/01/2010	529 Iowa Court, , Galesburg, I 216
06/15/2010	ea	06/15/2010	turned in on 6/15/10	12.00		06/01/2010	529 Iowa Court, , Galesburg, I 216
06/01/2010	habinc	12/01/2012		8.00		06/01/2011	529 Iowa Court, , Galesburg, I 216
03/01/2010	ea	03/18/2010	Monthly Required Hours	0.00	8.00	06/01/2009	529 Iowa Court, , Galesburg, I 216
02/01/2010	ea	02/01/2010	Monthly Required Hours	0.00	8.00	06/01/2009	529 Iowa Court, , Galesburg, I 216
01/01/2010	ea	01/05/2010	Monthly Required Hours	0.00	8.00	06/01/2009	529 Iowa Court, , Galesburg, I 216
12/01/2009	ea	12/03/2009	Monthly Required Hours	0.00	8.00	06/01/2009	529 Iowa Court, , Galesburg, I 216
11/01/2009	ea	11/17/2009	Monthly Required Hours	0.00	8.00	06/01/2009	529 Iowa Court, , Galesburg, I 216
07/01/2007	dt	07/02/2007	amended to match file	0.00	0.00	06/01/2007	529 Iowa Court, , Galesburg, I 216

**This Person**

Running Total: **40.00** Current Month: **0.00**

Hrs. Required: **40.00**

Hrs. Completed: **30.00**

Remaining: **10.00**

**This Family**

Hrs. Required: **40.00**

Hrs. Completed: **30.00**

Click on the "Add" button.

Add Community Service Hours:

Hours are for: **1** **08/01/2010**

Hours worked: **2** **6.00**

Notes(1,016 Character Limit)

**Mowed lawn for Youth Center.** **3**

☐ Required? **4**

[Save](#) [Cancel](#)

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.

Records Start: 06/01/2007 Thru Date: 01/01/2013

Add

Modify

Delete

Move-in: 06/19/2006

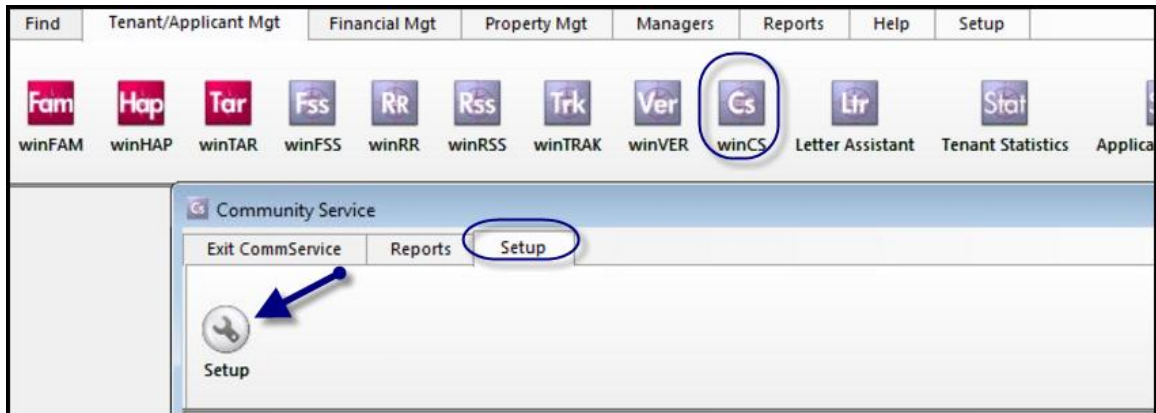
Date credited	Staff	Entered On:	Community Service Note	Hours Done	Hours Req.	Re-exam Date	Address	
08/01/2010	habinc	12/01/2012	Mowed lawn for Youth Center.	6.00		06/01/2011	529 Iowa Court, , Galesburg,	216
07/13/2010	ea	07/13/2010	turned in on 7/13/10	10.00		06/01/2010	529 Iowa Court, , Galesburg,	216

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

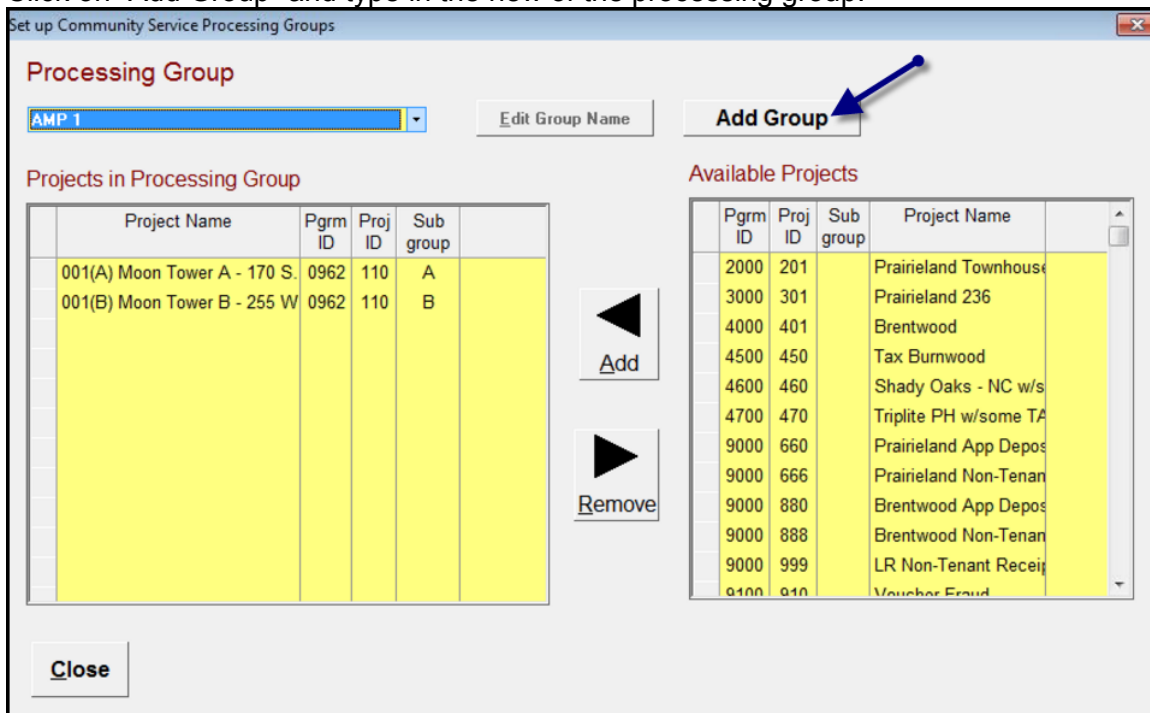
Community Service History							
Records Start:	06/01/2007	Thru Date:	01/01/2013	Add	Modify	Delete	Print (From/Thru Date)
Move-in:	06/19/2006						
Date credited	Staff	Entered On:	Community Service Note	Hours Done	Hours Req.	Re-exam Date	Address
08/01/2010	habinc	12/01/2012	Mowed lawn for Youth Center.	6.00		06/01/2011	529 Iowa Court, , Galesburg, # 216

## 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.





Set up Community Service Processing Groups

**Processing Group**

AMP 1

Enter new group name here !

AMP 4

**Projects in Processing Group**

Project Name	Pgrm ID	Proj ID	Sub group
--------------	---------	---------	-----------

**Available Projects**

Pgrm ID	Proj ID	Sub group	Project Name
---------	---------	-----------	--------------

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.

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
--------------	---------	---------	-----------

Add

Remove

**Available Projects**

Pgrm ID	Proj ID	Sub group	Project Name
2000	201		Prairieland Townhouse
3000	301		Prairieland 236
4000	401		Brentwood
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

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

Set up Community Service Processing Groups

### Processing Group

AMP 4

#### Projects in Processing Group

	Project Name	Pgrm ID	Proj ID	Sub group
→	Prairieland Townhouse Apts.	2000	201	
→	Prairieland 236	3000	301	
→	Brentwood	4000	401	

#### 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 Receip
9100	910		Voucher Fraud
COCC	COC		COCC

## 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.

**Community Service Information**

Head Of House: **Out Services / 288-52-2010** **Rent History** **2**

Household Member: **Next** **1** Member Type: **H** Age: **50** D.O.B.: **05/29/1962** Gender: **F** Disabled: **N** Community Service: **1=Yes (Required)** **3**

**Community Service History** **5**

Records Start: **12/20/2005** Thru Date: **01/01/2013** **4** Add Modify Delete Print (From/Thru Date) **6**

Date credited	Staff	Entered On:	Community Service Note	Hours Done	Hours Req	Re-exam Date	Address
11/01/2012	becky	11/05/2012	Monthly Required Hours	0.00	8.00	10/01/2012	523 Indiana Street, Zanesville 1
10/12/2012	becky	10/12/2012	doctors excuse	8.00		10/01/2012	523 Indiana Street, Zanesville 1
10/01/2012	becky	10/01/2012	Monthly Required Hours	0.00	8.00	10/01/2012	523 Indiana Street, Zanesville 1
09/27/2012	becky	09/27/2012	Doctor Excuse	8.00		10/01/2011	523 Indiana Street, Zanesville 1
09/01/2012	becky	09/04/2012	Monthly Required Hours	0.00	8.00	10/01/2011	523 Indiana Street, Zanesville 1
08/27/2012	becky	08/27/2012	Doctor Excuse	8.00		10/01/2011	523 Indiana Street, Zanesville 1
08/01/2012	becky	08/03/2012	Monthly Required Hours	0.00	8.00	10/01/2011	523 Indiana Street, Zanesville 1
07/19/2012	becky	07/19/2012	Doctor Excuse	8.00		10/01/2011	523 Indiana Street, Zanesville 1
07/01/2012	becky	07/05/2012	Monthly Required Hours	0.00	8.00	10/01/2011	523 Indiana Street, Zanesville 1
06/27/2012	becky	06/27/2012	Doctor Excuse	8.00		10/01/2011	523 Indiana Street, Zanesville 1
06/01/2012	becky	06/01/2012	Monthly Required Hours	0.00	8.00	10/01/2011	523 Indiana Street, Zanesville 1
05/24/2012	becky	05/24/2012	Doctor Excuse	8.00		10/01/2011	523 Indiana Street, Zanesville 1
05/01/2012	becky	05/01/2012	Monthly Required Hours	0.00	8.00	10/01/2011	523 Indiana Street, Zanesville 1
04/17/2012	becky	04/17/2012	Doctor Excuse	8.00		10/01/2011	523 Indiana Street, Zanesville 1
04/12/2012	becky	04/12/2012	adjust from previous period to make	21.00		10/01/2011	523 Indiana Street, Zanesville 1
04/12/2012	becky	04/12/2012	adjust from previous period to make	-8.00		10/01/2008	523 Indiana Street, Zanesville 1
04/12/2012	becky	04/12/2012	adjust from previous period to make	0.00	9.00	10/01/2007	523 Indiana Street, Zanesville 1
04/12/2012	becky	04/12/2012	adjust from previous period to make	0.00	4.00	10/01/2006	523 Indiana Street, Zanesville 1
04/12/2012	becky	04/12/2012	adjust from previous period to make	0.00	10.50	10/01/2005	523 Indiana Street, Zanesville 1
04/01/2012	becky	04/01/2012	Monthly Required Hours	0.00	8.00	10/01/2011	523 Indiana Street, Zanesville 1

**This Person**

Running Total: **671.50** **0.00**

Hrs. Required: **671.50** **0.00**

Hrs. Completed: **700.50** **0.00**

Remaining: **-29.00** **0.00**

**This Family**

Hrs. Required: **671.50** **0.00**

Hrs. Completed: **700.50** **0.00**

Remaining: **-29.00** **0.00**

☐ Non-Compliance agreement?

**Hours Auto Generated** **Hours Entered by Staff**

**HMS Notes** **CS Letter** **10**

**Exit (ESC)** **Save (F3)** **E Export** **11**

Selected Done Selected Required # of records: 173

32474

**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.

Rent Summary - All Programs

Form	Effective Date	Tenant Rent	Util Allow	HAP	Contract Amount	Reason	Status	FileName	Annual Income	F2
58	06/01/2012	\$141.00	\$134.00	\$0.00	\$0.00	FSS/WTW Ad	Marked	12053101D.ASC	\$14,580.00	(
58	02/01/2012	\$141.00	\$134.00	\$0.00	\$0.00	Interim	Marked	12020201B.ASC	\$14,580.00	(
58	01/01/2012	\$141.00	\$134.00	\$0.00	\$0.00	Annual Reex	Marked	11122901E.ASC	\$14,580.00	(
58	10/01/2011	\$141.00	\$134.00	\$0.00	\$0.00	Interim	Marked	11092901D.ASC	\$14,580.00	(
58	01/01/2011	\$141.00	\$134.00	\$0.00	\$0.00	Annual Reex	Marked	10123001G.ASC	\$14,580.00	(
58	01/01/2010	\$141.00	\$134.00	\$0.00	\$0.00	Annual Reex	Marked	00100001D.ASC	\$14,580.00	(

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.

Modify Community Service:

Hours are for: 11/21/2011

Hours Worked: 8.00

Notes(1,016 Character Limit)

Ashford University

Save Cancel

- 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.



The screenshot shows a software interface with a 'Remaining:' label and two input fields containing '32.00' and '0.00'. Below these is a checkbox labeled 'Non-Compliance agreement?' which is checked. Underneath the checkbox are two colored buttons: a purple button labeled 'Hours Auto Generated' and a yellow button labeled 'Hours Entered by Staff'.

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

Records Start: 03/30/2012

Date credited	Staff	Entered On
11/01/2012	becky	11/05/2012
10/01/2012	becky	10/01/2012
09/27/2012	becky	09/27/2012
09/01/2012	becky	09/04/2012
08/01/2012	becky	08/03/2012
07/19/2012	becky	07/19/2012
07/01/2012	becky	07/05/2012
06/28/2012	becky	06/26/2012
06/01/2012	becky	06/01/2012
05/01/2012	becky	05/01/2012
04/01/2012	becky	04/04/2012
03/30/2012	becky	04/02/2012

Enter date agreement starts: 12/10/2012

Notes(1,016 Character Limit)

Start repayment of hours.

Save Cancel

Delete Print (From/Thru Date)

**This Person**

	Running Total	Current Month
Hrs. Required:	64.00	0.00
Hrs. Completed:	32.00	0.00
Remaining:	32.00	0.00

**This Family**

	Running Total	Current Month
Hrs. Required:	64.00	
Hrs. Completed:	32.00	
Remaining:	32.00	0.00

☒ Non-Compliance agreement?

Hours Auto Generated

Hours Entered by Staff

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.

Non-Compliance Agreement for Beebe, Tyrus J

Enter date agreement starts: 11/15/2012

Notes(1,016 Character Limit)

40 CS Owed. Start repayment of hours. Owes hours from January - May, 2012. Non-Compliance Agreement needs to be completed by 12/01/2013

Save Cancel

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.”



Community Service History							
Records Start:		09/01/2007	Thru Date:	01/01/2013	Tenant has moved out!		
				Add		Modify	
Date credited	Staff	Entered On:	Community Service Note	Hours Done	Hours Req.	Re-exam Date	Address
11/15/2012	habinc	12/09/2012	40 CS Owed. Start repayment of 5			09/08/2008	519 Indiana Street, , Zanesville
09/01/2008	becky	09/03/2008	Monthly Required Hours	0.00	8.00	08/31/2007	519 Indiana Street, , Zanesville
08/01/2008	becky	08/04/2008	Monthly Required Hours	0.00	8.00	08/31/2007	519 Indiana Street, , Zanesville

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.

Enter date agreement ends: 12/10/2012

Notes(1,016 Character Limit)

End repayment of hours.

Save Cancel

2=No

Delete Print (From/Thru Date)

This Person

	Running Total	Current Month
Hrs. Required:	64.00	0.00
Hrs. Completed:	32.00	0.00
Remaining:	32.00	0.00

This Family

Hrs. Required:	64.00	
Hrs. Completed:	32.00	
Remaining:	32.00	0.00

☐ Non-Compliance agreement?

Hours Auto Generated

Hours Entered by Staff

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

Enter date agreement ends: 12/15/2012

Notes(1,016 Character Limit)

40 CS Completed. End repayment of hours. Completed 12/15/2012

Save Cancel

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	Proj. Proj. Sub.	Pers.
		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	184	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	0969
		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	269.5	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	05/19/2006		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	01/05/2010		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.

View Required | **Current Hours Left** | Generate Required

Build Project: (All) Projects All or one project chosen here

Search:                     

☐ Include moved out family  
☐ Show zeros and credits 159

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
C Agutter	C Agutter	Head	96	0	96	07/01/2011		1	100 Main Street 100	470	21830
K Anderson	K Anderson	Head	232	104	128	06/08/2009		1	407 Area Ave	120 A	16073
V Anderson	V Anderson	Head	88	52.5	35.5	02/22/2012		1	300 N Jefferson St S	130	16273
V Anderson	W Barnes	Co-head	71	6	65	02/22/2012		1	300 N Jefferson St S	130	19753
T Bailey	T Bailey	Head	164	111.5	52.5	04/12/2007		4	1000 Westlight St	120 B	10486
P Barnes	P Barnes	Head	192	80	112	03/28/2006		4	170 S Wood St 623	110 A	8969
G Barnes	G Barnes	Head	8	0	8	07/14/2008		3	170 S Wood St 514	110 A	13436
G Bailey	G Bailey	Head	296	185	111	12/31/2005		1	472 Area Ave	120 A	2664
B Barton	B Barton	Head	344	289.5	54.5	01/11/2011		1	523 Area Court	120 A	13617
T Barton	T Barton	Head	120	0	120	03/09/2011		1	170 S Wood St 115	110 A	20716
W Bernhart	W Bernhart	Head	120	0	120	05/19/2011		1	470 Area Ave	120 A	21733
K Bradford	K Bradford	Head	40	36	4	06/19/2006		4	523 Area Court	120 A	8314
S Bunker	K Bunker	Co-head	144	10	134	03/29/2011		1	2403 E Knox St	120 A	21416
K Butler	K Butler	Head	16	0	16	01/06/2010		4	1074 Westlight St	120 B	17736

**Export** Create a report in Excel by using the "E" button. Double-click a line  
to view details, right click a line

Report - Hrs Remaining  
Report - Hrs Remaining by Project Use this option to run a report of Hours Due for all tenants or by project.

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.

12/05/2012 12:00.  
6:48:28 AM  
habinc

**H.M.S. for Windows  
Community Service  
Hours Remaining as of 12/05/2012**

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

HOH	Mbr Name	Mbr	Phone	Re-Exam	Hrs Reqd.	Hrs Done	Hours
				Annual			Remaining
Agulles, C	Agulles, C M	H	2000-11-1000	07/01/2011	96.00	0.00	96.00
Anderson, E	Anderson, E L	H		03/01/2012	232.00	104.00	128.00
Anderson, V	Anderson, Virginia M	H	2011-0000	07/01/2011	88.00	52.50	35.50
Anderson, V	Banks, M S	K		02/22/2012	71.00	6.00	65.00
Bailey, T	Bailey, Tasha L	H		04/01/2010	164.00	111.50	52.50
Banks, P	Banks, P A	H	2001-11-1000	03/01/2011	192.00	80.00	112.00
Barnes, G	Barnes, G G	H	2001-1000	07/01/2011	8.00	0.00	8.00

## 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.

12/5/2012  
6:59:05 AM  
habinc

**H.M.S. for Windows  
Community Service  
Summary Form**

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

HOH: Anderson, V Phone: 2000-1000

Name	Member	Re-Exam	Hrs Reqd.	Hrs Done	Hours Remaining
Anderson, V M	Head				
		Total for Annual Re-Exam Date: 07/01/2010	8.00	13.00	-5.00
		Total for Annual Re-Exam Date: 07/01/2011	80.00	39.50	40.50
		<b>Total for Anderson, Virginia M</b>	88.00	52.50	35.50
Banks, M S	Other Head				
		Total for Annual Re-Exam Date: 07/01/2011	56.00	6.00	50.00
		Total for Annual Re-Exam Date: 02/22/2012	15.00	0.00	15.00
		<b>Total for Banks, M S</b>	71.00	6.00	65.00
		<b>Anderson, V - Family Total</b>	159.00	58.50	100.50

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: (6848/16273) (1728-6)

Name	Member	Re-Exam	Action Date	Hrs Req'd	Hrs Done	Hours Remaining
Anderson, V M	Head	07/01/2010	SSN: 786-78-3448			
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
test			12/04/2012		10.00	
			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		
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: 786-48-3348			
			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.

Community Service

Exit CommService    **Reports**    Setup

Summary Form    Summary List    Tenants Eligible

View Required | Current Hours Left | Generate Required

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

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

File View Print

12/9/2012 9:47:44 AM habinc

H.M.S. for Windows  
Community Service  
Summary Form

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

HOH: Abbott, Helen Phone: (740) 684 6266

Name	Member	Re-Exam	Hrs Reqd	Hrs Done	Hours Remaining
Abbott, Helen W	Head				
		Total for Annual Re-Exam Date: 07/03/2012	24.00	24.00	0.00
		Total for Annual Re-Exam Date: 10/01/2012	16.00	8.00	8.00
	Total for Abbott, Helen W		40.00	32.00	8.00
	Abbott, Helen - Family Total		40.00	32.00	8.00

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

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

File View Print

12/9/2012 9:52:21 AM habinc

H.M.S. for Windows  
Community Service  
Summary List

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

Name	Annual Re-Exam	Hrs Reqd	Hrs Done	Hours Remaining
HOH: Abbott, Helen Phone: (740) 684 6266				
Abbott, Helen W	Head			
	07/03/2012	24.00	24.00	0.00
	10/01/2012	16.00	8.00	8.00
	Total for Abbott, Helen W	40.00	32.00	8.00
	Abbott, Helen - Family - Total	40.00	32.00	8.00
HOH: Albright, Daisy Phone: 407 2184				
Albright, Daisy W	Head			
	01/01/2006	40.00	40.00	0.00
	Total for Albright, Daisy W	40.00	40.00	0.00
	Albright, Daisy - Family - Total	40.00	40.00	0.00
HOH: Alexander, Barbara Phone: (614) 896 6282 cell				
Alexander, Barbara J	Head			
	05/01/2008	16.00	16.00	0.00
	05/01/2009	80.00	89.00	-9.00
	Total for Alexander, Barbara J	96.00	105.00	-9.00

**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 9:56:19 AM habinc

H.M.S. for Windows  
Community Service  
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 RefExm	Last 50058	Recert Reason
Johnson, Brian	Johnson, Brian M	H	39	debbie	1009 001 /29592 70959	No	10/1/2012	10/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	E	18		1009 001 /29592 70960	Exempt			
Johnson, Brian	Johnson, Brian M	H	38	debbie	1009 001 /29582 62008	Exempt	6/1/2012	6/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	A	52		1009 001 /7951 61451	Exempt			
Johnson, Brian	Johnson, Brian M	H	26	debbie	1009 001 /14946 34421	Exempt	1/1/2013	1/1/2013	Annual Reexam
Johnson, Brian	Johnson, Brian M	H	42	debbie	1009 103 /27224 65073	Exempt	6/1/2012	6/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	H	35	tonya	1009 001 /20986 49598	Exempt	12/1/2012	12/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	S	27		1009 001 /26825 64149	Exempt			
Johnson, Brian	Johnson, Brian M	H	21	debbie	1009 001 /26825 64148	No	5/1/2012	12/1/2012	Interim
Johnson, Brian	Johnson, Brian M	H	22	tonya	1009 103 /26589 63463	Exempt	3/1/2012	3/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	A	25		1009 103 /26589 63464	Exempt			
Johnson, Brian	Johnson, Brian M	H	36	tonya	1009 103 /26058 62204	Exempt	7/1/2012	7/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	H	24	jamie	1009 103 /39000 69469	Exempt	1/6/2012	1/6/2012	New Admiss
Johnson, Brian	Johnson, Brian M	A	28		1009 001 /28486 68225	No			
Johnson, Brian	Johnson, Brian M	H	61	debbie	1009 001 /28486 68224	Exempt	10/1/2012	10/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	S	33		1009 103 /18906 45410	Yes			
Johnson, Brian	Johnson, Brian M	H	32	debbie	1009 103 /18906 44310	No	1/1/2012	6/1/2012	FSS
Johnson, Brian	Johnson, Brian M	H	30	tonya	1009 001 /29589 70950	Exempt	6/6/2012	10/1/2012	Interim
Johnson, Brian	Johnson, Brian M	H	56	beth	1009 002 /29597 70970	No	8/22/2012	8/22/2012	New Admiss
Johnson, Brian	Johnson, Brian M	H	28	charlie	1009 103 /22355 52851	Exempt	1/1/2013	1/1/2013	Annual Reexam
Johnson, Brian	Johnson, Brian M	S	27		1009 103 /22355 52852	No			
Johnson, Brian	Johnson, Brian M	H	50	debbie	1009 001 /14192 32474	Yes	10/1/2012	10/1/2012	Annual Reexam
Johnson, Brian	Johnson, Brian M	E	57		1009 001 /14192 32475	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.