

**DELAWARE COUNTY HOUSING AUTHORITY
HOUSING CHOICE VOUCHER PROGRAM
AND PUBLIC HOUSING
ACTION PLAN
FAMILY SELF-SUFFICIENCY PROGRAM**

STATEMENT OF PURPOSE: It is the intention of Delaware County Housing Authority to administer the Family Self-Sufficiency Program in accordance with guidelines mandated by the Department of Housing and Urban Development, to Housing Choice Voucher Program (HCV) and Public Housing tenants in order to promote economic independence through offering the educational, training and skill resources that will enable the family to accomplish goals to move them toward self-sufficiency.

THIS ACTION PLAN WAS DEVELOPED IN CONSULTATION WITH THE County of Delaware Chief Executive Officer of the General Local Government AND REPRESENTATIVES FROM AGENCIES, BUSINESSES AND SOCIAL ORGANIZATIONS.

1. DESCRIPTION OF NUMBER, SIZE, CHARACTERISTICS, AND OTHER DEMOGRAPHICS (INCLUDING RACIAL AND ETHNIC DATA) AND SUPPORTIVE SERVICE NEEDS OF FAMILIES EXPECTED TO PARTICIPATE IN THE FAMILY SELF-SUFFICIENCY PROGRAM. (SEE EXHIBIT "A")

The Delaware County Housing Authority will serve all persons eligible for the HCV and Public Housing assistance in accordance with HCV and Public Housing Program guidelines under its Family Self-Sufficiency Program.

Activities and supportive service needs of families participating in the Family Self-Sufficiency Program administered by the Delaware County Housing Authority may include, but are not restricted to the following:

- A. Evaluation and assessment of educational/vocational interests and inclinations
- B. Child Care
- C. Career Counseling
- D. Job Training
- E. Remedial Education
- F. Training in: financial management, parenting skills, home management and work ethic skills
- G. Home Ownership/ Investments Counseling
- H. Substance/Alcohol abuse Counseling
- I. Mental Health Counseling
- J. Literacy training

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K. Credit counseling

PROJECTED FAMILY SELF-SUFFICIENCY PROGRAM PARTICIPATING FAMILY NEEDS:

- I. Services to foster economic self-sufficiency and growth, e.g. job training, education, career counseling and education
- II. Family stabilization services e.g. training in parenting, homemaking, financial management, counseling for resolution of emotional, mental health, and dependency problems
- III. Auxiliary Services e.g. child care, transportation

2. DESCRIPTION OF NUMBER OF ELIGIBLE, PARTICIPATING FAMILIES THAT CAN REASONABLY BE EXPECTED TO RECEIVE SUPPORTIVE SERVICES UNDER THE FAMILY SELF-SUFFICIENCY PROGRAM BASED ON AVAILABLE AND ANTICIPATED FEDERAL, STATE, LOCAL AND PRIVATE RESOURCES:

The Delaware County Housing Authority will expect to serve as many persons as possible, within constraints of allocations from HUD, Workforce Investment Board, and other local service providers, under the Family Self-Sufficiency Program.

Effective October 01, 2017 Delaware County Housing Authority achieved 45 mandated slots (Original mandate 131) for HCV and 27 (Original mandate 45) slots for Public Housing, families under the Family Self-Sufficiency Program with supportive services as described in this Action Plan.

3. DESCRIPTION OF ACTIVITIES AND SUPPORTIVE SERVICES TO BE PROVIDED BY PUBLIC AND PRIVATE RESOURCES TO FAMILY SELF-SUFFICIENCY PARTICIPATING FAMILIES:

- A. Evaluations and assessments of skills and related abilities and interests necessary to attain employment. It is the plan of the Delaware County Housing Authority to have the necessary assessment(s) completed by Career Link at the Workforce Center, New Choices/New Options, Delaware County Literacy Council and/or the appropriate agency.
- B. Job Training. The Delaware County Housing Authority plans to use various community resources, depending upon specific client needs and financial resources available, to help Family Self-Sufficiency participating families gain job skills including, but not limited to, County of Delaware Career Link and

PathwaysPA.

- C. Parenting Skills. The Delaware County Housing Authority is planning to be able to help Family Self-Sufficiency participating families who need counseling in parenting and other life skills through the following organization located in Delaware County known to administer programs focusing on enhancing parenting and/or life skills including, but not limited to PathwaysPA, the Head Start Program and the Center Foundation's mentoring programs..
- D. Counseling to individuals and/or groups on budgeting, credit repair, savings, etcetera will be offered to Family Self-Sufficiency participating families through referrals to the appropriate service, program or agency.
- E. Child Day Care Services for Family Self-Sufficiency Program participants will be coordinated with, but not limited to the Delaware County Child Care Information Systems (CCIS) and may include the Department of Public Welfare.
- F. Persons with problems of substance and/or alcohol abuse will be directed toward professional counseling available in Delaware County including, but not limited to the County of Delaware Occupational/Behavioral Health Programs.
- G. Persons needing support with problems of mental health or mental health crisis intervention will be directed toward professional counseling at one of the numerous counseling centers available in Delaware County including, but not limited to, the County of Delaware Occupational/Behavioral Health Programs.
- H. Persons needing support with literacy problems will be supported by services offered by, but not limited to, The Literacy Council of Delaware County. (See Exhibit "B").

4. DESCRIPTION OF HOW THE DELAWARE COUNTY HOUSING AUTHORITY WILL IDENTIFY NEEDS OF FAMILY SELF-SUFFICIENCY PARTICIPATING FAMILIES AND DELIVER SERVICES ACCORDING TO THE NEEDS OF THE FAMILIES:

- A. Questionnaires: As part of the identification of needs and tasks under the Family Self-Sufficiency Program the Delaware County Housing Authority may utilize questionnaires completed by the heads of households identifying family/personal needs. (See Exhibit "C").
- B. Interviewing: The Delaware County Housing Authority will conduct personal

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interviews with each Family Self-Sufficiency head of household where needs may be identified enabling referrals to the appropriate service providers.

- C. Vocational evaluation: The Delaware County Housing Authority will refer the client to the Workforce Centers, New Choices/New Options, or other designated agency.
- D. Life skills classes may be offered by the Delaware County Housing Authority to groups of Family Self-Sufficiency participating families which may include, but will not be limited to, classes in parenting skills, crisis intervention, personal counseling, life training skills, and self esteem.

5. DESCRIPTION OF PUBLIC AND PRIVATE RESOURCES THAT ARE EXPECTED TO BE MADE AVAILABLE TO PROVIDE ACTIVITIES AND SERVICES UNDER THE FAMILY SELF-SUFFICIENCY PROGRAM:

- A. Public and Private resources that are expected to be made available to provide activities and services under the Family Self-Sufficiency Program include, but are not limited to :
 - 1. WORKFORCE INVESTMENT BOARD - (See Exhibit “D” attached).
 - 2. WIC - supplemental food and education program for Women, Infants and Children. (See Exhibit “E” attached).
 - 3. Delaware County Community College - free programs for single and displaced homemakers. (See Exhibit “F”).
 - 4. The Center Foundation – Community-based mentoring programs for women and teen parents.
 - 5. DCIU Head Start – federally funded pre-school program for 3 – 5 year old children.
 - 6. Media Fellowship House – provides an educational component, pre-purchase homeownership counseling and up to \$5,000 for down payment and closing costs to first time homebuyers.
 - 7. PathwaysPA – an organization that provides services and programs that

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assist families in achieving their self-sufficiency.

6. **TIME FOR THE IMPLEMENTATION OF THE FAMILY SELF-SUFFICIENCY PROGRAM :**

The Delaware County Housing Authority currently fills 110% of our current mandated HCV Family Self-Sufficiency slots.

DCHA employs a Family Self-Sufficiency Coordinator, who under the direct supervision of the Admissions, Compliance and Special Programs Director, will administer the Family Self-Sufficiency Program.
(See Appendix 1 for the Job Description).

7. **DESIGNATION OF THE NUMBER OF UNITS FOR THE FAMILY SELF SUFFICIENCY PROGRAM BY BEDROOM SIZE:**

The Delaware County Housing Authority will administer the Family Self Sufficiency Program for all families eligible for Vouchers in accordance with Delaware County Housing Authority approved occupancy standards and will offer Family Self Sufficiency Program participation to persons receiving HCV and Public Housing Rental Assistance.

* 100% of all Family Self Sufficiency Program participants will be taken from the pool of Delaware County Housing Authority HCV and Public Housing program participants.

In the case of single persons living alone in efficiency sized units who are elderly and/or disabled, it is understood that it might be difficult to attain an equal percent of Family Self Sufficiency Program participants from this group.

Family Self Sufficiency Program participants will receive rental assistance under the HCV Voucher and Public Housing Rental Assistance Programs.

8. **SELECTION OF FAMILY SELF SUFFICIENCY PROGRAM PARTICIPANTS:**

The Delaware County Housing Authority will select Family Self Sufficiency Program participants from current HCV Program Rental Voucher program participants and from current, Delaware County Housing Authority Public Housing residents.

Delaware County Housing Authority is willing to sign a Family Self-Sufficiency (FSS) Contract with any HCV or Public Housing client who commits to the goals and requirements of the program.

MOTIVATION AS A SELECTION FACTOR : The Delaware County Housing Authority may screen families for interest and motivation to participate in the Family Self Sufficiency Program, which will include attendance at a Family Self-Sufficiency interview and/or attendance at a DCHA sponsored program held at the Delaware County Housing Authority (DCHA).

9. FAMILY SELF-SUFFICIENCY HCV & PUBLIC HOUSING

This Action Plan is for administration of the Family Self-Sufficiency Program for the HCV and Public Housing Programs administered by The Delaware County Housing Authority.

10. NOTIFICATION AND OUTREACH EFFORTS

- A. Currently DCHA receives consistent interest in the FSS program. In the event that we cannot fill our minimum required slots, questionnaires, designed to measure interest, will be mailed, not less than annually, to all HCV and Public Housing participants with a two week limited response time
- B. In the event that that Delaware County Housing Authority chooses to limit our FSS program to our mandated slots, we will select from current HCV and Public Housing Program participants by seniority based, on the length of time the current family has been participating in the Delaware County Housing Authority's HCV and Public Housing Authority plans to contact current program participants (by seniority) by letter - (See Exhibit "G" attached).

For contact of current HCV and Public Housing Program participants for Family-Self Sufficiency Program participation, the Delaware County Housing Authority will use a FSS brochure and/or Flyer describing the Family Self-Sufficiency Program as attached. (See Exhibits "H" & "I")

- C. The Delaware County Housing Authority will market the Family Self-Sufficiency Program by displaying the FSS brochure in our lobbies and on each HCV and Public Housing caseworker's desk. During the annual Re-exam and eligibility interviews for selection of applicants for Public Housing Units each client will receive a brief statement regarding the FSS Program and the FSS brochure. In addition, informational FSS flyers will be openly posted in our lobbies.

11. CONSEQUENCES FOR FAMILIES WHO DO NOT COMPLY WITH THE FAMILY SELF SUFFICIENCY CONTRACT:

The Delaware County Housing Authority will terminate families from the Family Self Sufficiency (FSS) Program, who do not comply with their FSS Contract, only after being completely assured that there is no reasonable chance for the participating family to continue to gain increased self sufficiency within the structure of the Family Self Sufficiency Program guidelines. Delaware County Housing Authority will withhold services, terminate the FSS Contract and the family will forfeit its escrow. All Family Self Sufficiency Program participants terminated for noncompliance with Family Self Sufficiency contracts will be afforded a hearing before termination conducted in accordance with Hearing procedures mandated under the HCV and Public Housing Programs and described in the Delaware County Housing Authority HUD approved Administration Plan for HCV and in Delaware County Housing Authority Grievance Procedures for Public Housing.

In the event that a family believes that they are entitled to their escrow and therefore requests release of these funds, DCHA will afford the family a hearing.

The Delaware County Housing Authority will comply with Family Self Sufficiency Program Regulations, Contracts and guidelines when recovering escrow accounts and terminating supportive services when Family Self Sufficiency Program clients fail to meet obligations of their Family Self Sufficiency Contracts.

Family Self Sufficiency families will be contacted periodically by the Delaware County Housing Authority FSS Coordinator to evaluate their progress in attaining goals defined in their Family Self Sufficiency Contracts. Families failing to make progress and abide by contract covenants will be offered more intensive counseling and guidance. These measures will be documented in the files of the Family Self Sufficiency participant. Revisions to the Family Self Sufficiency Contracts defining more realistic goals will be made. Compliance with revised contracts will be monitored by Delaware County Housing Authority Coordinator. When FSS families consistently fail to make progress towards achieving their goal(s) and/or not attend progress appointments they will be terminated from the family self-sufficiency program and escrow funds will be forfeited.

As stated in the December 24, 2014 HUD Alternative Requirements FR 5819-N-01, Delaware County Housing Authority (DCHA) confirms that an FSS participant may NOT lose their voucher OR public housing based solely on their inability to graduate from the FSS program.

12. INCENTIVES FOR FAMILY PARTICIPATION

The Delaware County Housing Authority will provide the following incentives to stimulate Family Self Sufficiency Program participation:

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- A. Establishment of Escrow Accounts and policies for drawdowns of these funds placed in escrow on behalf of Family Self Sufficiency Program participants in accordance with HUD regulations.
- B. Case management and social services.
- C. Financial support for activities which foster family self sufficiency when funding is available through county and/or federal programs (I.e. Education and Home ownership IDAs with matches, Career Link Education funds, County Assistance office, etc.)

DISCRIMINATION

DISCRIMINATION COMPLAINTS

In accordance with our Delaware County Housing Authority (DCHA) Administrative Plan for the Housing Choice Voucher Program, if a Family Self-Sufficiency participant believes that any family member has been discriminated against by DCHA, the family should advise DCHA. HUD requires DCHA to make every reasonable attempt to determine whether the participant assertions have merit and take any warranted corrective action. In addition, DCHA is required to provide the participant with information about how to file a discrimination complaint. [24 CFR 982.304]

DCHA Policy

A participant of the Family Self-Sufficiency (FSS) program who believes that they have been subject to unlawful discrimination may notify DCHA either orally or in writing. DCHA will attempt to remedy discrimination complaints made against the DCHA. DCHA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

13. DELAWARE COUNTY HOUSING AUTHORITY CERTIFICATIONS:

- A. I certify that development of services and activities under the Family Self Sufficiency Program have been coordinated with the Workforce Investment Board under Part F of Title IV of the Social Security Act, the program under the Job Training Partnership Act and that implementation will continue to be coordinated in order to avoid duplication of services and activities.
- B. I certify that the family declining Family Self Sufficiency Program participation will retain its right to HCV and/or Public Housing assistance.

Lawrence E. Hartley _____
Executive Director
Delaware County Housing Authority

Date

THE FOLLOWING PEOPLE HAVE AGREED TO SERVE ON THE FAMILY SELF
SUFFICIENCY ADVISORY BOARD

Carlotta Randolph	(610) 359-5304	Del. Co. I. U. Head Start Program
Site Administrator		2201 Providence Road
Del. Co. Team PA Careerlink (DCCC)		Chester PA 19013
901 South Media Line Road		Gloria Erb
Media PA 19063-1094		490-6253 (610)
Renee Bell	(610)	Delaware County Housing Authority
Assistant Director	874-1872	Family Self-Sufficiency Coordinator
10-01-2017		1855 Constitution Avenue
		Woodlyn PA 19094

Sandy Gera, Director (610) 359-5296
New Choices, New Options
Delaware County Community College
MacDade Blvd & Clifton Avenue
Collingdale PA 19023

Media Fellowship House
302 S. Jackson Street
Media PA 19063

Ellen Brenner (610) 713-2290
Director
Delaware County CCIS
20 South 60th Street
Upper Darby PA 19082

George Sheehan (610) 447-5301
Executive Director
County Assistance Office
7th & Crosby Streets
Chester PA 19013

Edward O'Donnell (610) 876-4811
Acting Executive Director
Delaware County Literacy Council
2217 Providence Avenue
Chester PA 19013

Christine Butakis (610) 490-6255
Director of Admissions, Compliance &
Special Programs
Delaware County Housing Authority
1855 Constitution Avenue
Woodlyn PA 19094

Daniel Boone (610) 497-7714
Assistant Service Coord. for Adult Outpatient
Services
Crozer Community Division
2600 W. 9th Street
Chester PA 19013

Jerry Duffy (610) 565-0434
Director
10-01-2017

APPENDIX 1

DELAWARE COUNTY HOUSING AUTHORITY

JOB DESCRIPTION

FAMILY SELF-SUFFICIENCY COORDINATOR

The Family Self-Sufficiency Coordinator shall be under the direct supervision of the Director of Admissions, Compliance and Special Programs. This position will provide the ability of the Delaware County Housing Authority to coordinate service delivery systems necessary to the support of clients participating in special programs. The special programs include, but are not limited to, Family Self Sufficiency Program, Family Unification Program, Shelter Plus Care Program and the Project based program. This position requires utilizing casework skills in obtaining essential information, counseling clients and assisting them to utilize all available resources. All work will be performed in accordance with all applicable requirements and regulations while exercising initiative and independent judgment and seeking advice and help only with difficult situations.

Responsibilities shall include, but not be limited to the following:

- Case management of families participating in specific programs
- Coordination of comprehensive plans of support to assist clients in attaining and sustaining program specific goals
- Review of applications, selection of program participants, preparation of correspondence and reports, coordination of services, performance of needs assessments, and development of care plans
- Carrying out casework activities on behalf of the clients requiring coordinated services to attain program/client and service manager defined goals
- Perform follow-up evaluations, referrals and care management to achieve defined goals
- Collect, analyze and evaluate statistical data for use in planning and monitoring of program results
- Maintain on-going relationship with specialized care providers and organizations administering specific social services
- All other duties as assigned

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EDUCATIONAL REQUIREMENTS

A Bachelor's Degree with concentration in courses in sociology and/or psychology; or three years of experience performing tasks associated with the operation of low rent housing developments; or comparable business, industrial or professional employment in an organization providing social services; or any equivalent combination of experience and training.

EXHIBIT "A"

DEMOGRAPHIC CHARACTERISTICS OF HCV PROGRAM PARTICIPANTS AND
PUBLIC HOUSING PROGRAM PARTICIPANTS

Demographic information is currently under revision and will be made available after completion.

DELAWARE COUNTY LITERACY COUNCIL

2217
Providence Avenue
Chester PA 19013
(610)-876-4811

Purpose The Delaware County Literacy Council (DCLC) is a private, non-profit educational agency that provides one-on-one, free literacy instruction to non- and low-reading adults through a county-wide network of trained volunteer tutors. The program is based on the model of its national affiliate, Laubach Literacy Action (LLA) and is unique among the limited options available to adult residents of Delaware County who require help with their basic reading and writing skills in that it is the oldest, largest and only organization whose sole mission is adult literacy.

Locations Learning Centers in Chester Municipal Building and St. Paul Lutheran Church, Lansdowne; Instructional and Intake Sites at Trinity Methodist Church, Church of the Savior and Bernadine Centers in Chester; Church of the Alliance, Upper Darby; Community Center, Marcus Hook; Darby Library; Haverford Adult Night School; Ardmore Library; Wayne Presbyterian Church; Woodlyn Baptist Church

Programs Basic reading, math and writing instruction in one-on-one or small group settings; English as a Second Language; Family Literacy (This is the program that instructs the parents and has a pre-school for the children); Computer Assisted Instruction; Drivers Education; Summer Reading Camp

Projects REACH, a mobile informational and referral service, Chester; ChesNetwork, an organization of human service providers; Literacy Summer Day Camp cooperatively with Delaware County Library System; Workplace program cooperatively with Grief Corporation

Highlights 138 volunteers providing 21,759 instructional hours to 707 students in 2001; 15,000+ adults served during its 26 years; student progress and tutor/student retention rates above national average; **active student participation** in advocacy, the Board and staff and in support activities; tutor training modules in use nationally; audio and visual screening; supplementary low-level, high-interest materials in all county libraries; sponsorship of 1991 Northeast Regional Adult Literacy Conference and state-wide learning disabilities workshop for volunteers

Memberships and Affiliations Laubach Literacy Action, Chair; Literacy Volunteers of America; Tutors of Literacy in the Commonwealth; PA Association of Adult and Continuing Education; Delaware County Chamber of Commerce; Delaware County Press Club; Workforce Investment Board of Delaware County; Kiwanis Club of Chester; Keystone Reading Association; International Dyslexia Association; Coalition of Adult Basic and Literacy

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Education Service Providers of Delaware County; Delaware County Intermediate Unit; Delaware County Library System.

Contributors in 2000 Students; tutors; friends; Boeing Good Neighbor Fund; Chester Economic Development Authority; CIGNA; Coca-Cola; Combined Federal Campaign; Ethel Sargeant Clark Smith Memorial Foundation; Gaul Family Foundation; Genuardi's; Media Rotary Foundation; PA Department of Education; Pew Charitable Trust; United Ways of SE Delaware County & SEPA

DCLC 2217 PROVIDENCE AVENUE CHESTER PA 19013 (610) 876-4811

January 2002

-A United Way Member Agency-

”

**FAMILY SELF-SUFFICIENCY PROGRAM
Pre-Enrollment Form**

Date _____

- 1. Please list all family members who will be living in your housing unit, including the head of household. Give the relationship of each family member to the head of household.

Family Member	Name of Family Member	Relationship to Head of Household	Age	Sex	Ethnic*
Head of Household		Self			

* Ethnic groups include: White, African American, Hispanic, American Indian, Alaskan Native, and Asian/Pacific Islander

2. Are you (head of household) employed? Yes _____ No _____
 If yes, list your job and rate of pay:

JOB: _____
 RATE OF PAY: \$ _____ Per _____ Hr _____ Wk

FSS Pre-Enrollment Form
 Page 2

If unemployed, what type of income do you receive? _____

1. Are any other family members employed? _____ Yes _____ No

If yes, please fill out the following information:

Family Member	Job	Rate
		of Pay (Indicate per hour/week)
		\$ _____ per _____
		\$ _____ per _____
		\$ _____ per _____
		\$ _____ per _____

2. Other than housing, what needs do you currently have? (Please check those that apply)

_____ Need a better job _____ Need better transportation

_____ Need someone to take care of children (child care)

_____ Need to see a doctor for health problems

_____ Need more money to pay bills each month

_____ Need help being a better parent

_____ Want to finish school

_____ Counseling

_____ Need food assistance money

_____ Need help managing

Please list other needs you or your family have: _____

3. Please check the different agencies you have visited or received services from in the last six months.

_____ Health Department, doctor or clinic

_____ Community action Agency
or Community Services

_____ Job training program

_____ Welfare Department

_____ Mental health center

_____ Alcohol or

Food pantry
 Head Start for Child(ren)
 Community college
 Shelters
 Other (please list below

 drug program
 meals program
 Children's services
 program
 Vocational/Tech school
 of the above
 Free
 None

4. Do you speak English?

Yes _____
 No _____

If no, what language(s) do you speak? _____

5. Do other family members speak English?

Yes _____
 No _____

If no, what language(s) do they speak? _____

6. Do you have a high school diploma or GED?

7. If you were to get a job or change your job, would you need help finding someone to watch your children (child care)?

Yes No

10. Do you now work with one person or a case manager who helps you and your family find the services you need?

Yes _____

No _____

If yes, please list the person's name:

What agency does she/he work for?

8. Are you currently receiving Case Management Services from any agency?
_____ Yes _____ No

If yes, what agency? _____

9. What are the two or three biggest problems that YOU are facing now?

10. What are the two or three biggest problems currently faced by YOUR FAMILY?

SIGNATURE _____

DATE _____

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EXHIBIT "D"

DELAWARE COUNTY OFFICE OF EMPLOYMENT AND TRAINING

VOCATIONAL ASSESSMENT SERVICES

Deborah Callahan D.S. Ed., M.S. Ed.

As part of the customer-centered services offered to eligible customers by the **Office of Employment and Training**, assessment will include a **T.A.B.E.** (Test of Adult Basic Education) test which measures basic reading, math, and language skills. This test was designed for use in placing adults in appropriate basic skills programs if necessary to rejoin the workforce, ABE and GED courses are available, as well as basic skills refresher classes.

Another facet of the assessment process may include administration of all or parts of the **S.A.G.E.** (System for Assessment and Group Evaluation). S.A.G.E. provides a complete "worker trait profile" by measuring skills and abilities in several areas:

Vocational Aptitude Battery

Form Perception

**Color
Discrimination
Motor
Coordination**

Finger Dexterity

Spatial

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**Relationships
Manual
Dexterity**

Clerical Perception

Eye-Hand-Foot Coordination

Vocational Interest Inventory contains 152 items based on the 12 interest areas designated by the Department of Labor's Guide to Occupational Exploration:

Artistic

Scientific

**Plants and
Animals**

Protective

Industrial

**Business
Detail**

Selling

**Accommodati
ng
Leading/Influ
encing**

Mechanical

**Humanitaria
n
Physical/Perf
orming**

Temperment Factors, Work Attitudes, and Learning Styles are three additional areas of possible evaluation in order to understand the capabilities and/or needs of our customers.

Upon completion of any or all of the above, the system scores, interprets, and generates an explanatory report. The results may also be entered into **Compute-A-Match**, a job training placement system. This system offers a list of job training programs best suited to the
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customer's skills, abilities, and needs. Collectively, results are utilized to best serve the employment needs of the customer.

EXHIBIT "G"

September 17, 2014

Ms. Mary Jane Doe
666 Clearwater Lane
10-01-2017

Windy City PA 00000

Dear Ms. Doe:

I would like to take this opportunity to inform you of a program that is administered by Delaware County Housing Authority. This program is called “**Family Self-Sufficiency**” (FSS). This program is designed to promote self-sufficiency and economic independence for participating families.

Family Self-Sufficiency (FSS) is a “**goals**” program with a case manager assisting you in identifying your goals, needs and barriers. We then break down your goals into steps, which allows you the opportunity to work on them at your own comfortable pace. Also, you have the opportunity to earn a **FREE** Savings account, which upon the completion of your goals is released to you to use as an investment in your future (education for yourself or family member, home ownership, etc.).

If you would be interested in becoming economically independent and wish to participate in this program please mail the enclosed pre-enrollment form to the Authority at the above address. Please contact Gloria J. Erb, Family Self-Sufficiency Coordinator, at (610) 490-6235.

Sincerely,

Laura D. Blackburn, P.H.M.
Director of HCV Program

EXHIBIT “H”

10-01-2017

FAMILY

SELF
SUFFICIENCY
PROGRAM
(F.S.S.)

6/93
2/97 Revised
7/97 3rd Revision
11/02 4th Revision
8/12 5TH Revision
9/14 6TH Revision

WHAT IS IT?

A program to promote self-sufficiency among participating families, including the provision of supportive services to those families.

WHO CREATED IT?

The National Affordable Housing Act of 1990.

HOW DOES IT DIFFER FROM OTHER PROGRAMS?

F.S.S. offers a financial incentive to families through the establishment of an escrow account which becomes available to the family upon successful completion of the Contract of

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Participation (C.O.P.).

WHAT TYPE OF SERVICES MAY BE PROVIDED TO ASSIST IN BECOMING SUFFICIENT?

- Child Care
- Transportation
- Remedial Education
- Education for completion of high school
- Post high school
- Job training, preparation & placement
- Treatment & counseling for substance abuse.
- Training in homemaking, parenting skills, financial management & household management.
- Other services necessary to help families become self sufficient.

F.S.S. represents a bold approach to helping families leave the Welfare System or Low paying jobs and achieve economic self sufficiency.

Residents will be given an opportunity to climb out of poverty and create a life of Dignity and Independence.

The theme of the Family Self Sufficiency program is to empower you and your family to take control of your lives by becoming independent, productive members of your community.

PLEASE NOTE: The only difference between stumbling blocks and stepping stones.....is the way you use them.

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September 17, 2014
F.S.S.

Now that you made the decision to become self sufficient, you need to review the enclosed application, fill out all requested data and return to our office as soon as possible, You will then be scheduled for a briefing on your application along with an overview of the program. During the briefing you will be able to ask all of your questions.

When returning the application, you are under no obligation to participate in the F.S.S. program.
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Something to Remember: Success is not reached in a single bound; We must build the ladder by which we rise from the lowly earth to the vaulted steps, and then climb to the summit round by round.

Ms. Gloria J. Erb, Family Self Sufficiency Coordinator will schedule an interview.

Sincerely,

Laura D. Blackburn, P.H.M.
Director of HCV