

City of West Allis
Community Development Authority
7525 W. Greenfield Avenue
West Allis, WI 53214

RE: Lutheran Social Services of Wisconsin and Upper Michigan Family Self Sufficiency Scope of Services

Lutheran Social Services of Wisconsin and Upper Michigan (LSS) has provided social services to individuals in need since 1882. Our residential and housing programs provide housing and necessary supportive services to tenants, with the purpose of building vibrant communities that contribute to the greater good of the individuals and families served. Our continued partnership in 2025 with the City of West Allis and the Family Self-Sufficiency (FSS) program further support's LSS's understanding, that supportive housing programs positively impact social determinants of health. Below is a description of FSS programming provided by LSS, and the associated marketing and case management to help families increase their earnings and build financial capability and assets.

Scope of Services

LSS will continue its partnership with the City of West Allis to operate an FSS Program in accordance with the City's FY25 FSS Grant Award and current FSS programming. This program will support the program's goals establish by HUD, to support participants in achieving their current and future goals.

LSS will provide an FSS Program Coordinator at 1.0 FTE and 0.1 FTE of Program Supervision to help participants make measurable progress toward economic security and reduce the need for welfare programs and rental assistance. We provide our program staff with ongoing training to guide the coordinator about new approaches or techniques and stay informed of program regulations. Trainings may be conducted internally at LSS, remotely via a webinar or virtual conference, and may include attendance at local, regional, and/or national conferences. Trainings are approved by LSS leadership and within the approved contract budget prior to enrollment and attendance. Travel, accommodations, and per diem associated with attendance at in person trainings and conferences are included in consideration of attendance, and apart of the reimbursable training costs associated with the FSS Program.

The FSS Program Coordinator will function as the integral front-line staff responsible for the implementation and operation of the City of West Allis Housing Authority FSS Program:

Responsibilities of the FSS Coordinator include:

- Marketing and recruiting West Allis Housing Choice Voucher (HCV) participants. The FSS coordinator will proactively market the FSS program to potential participants through an establish marketing plan. In addition, LSS will require the FSS coordinator to host, minimally, a quarterly marketing/outreach event to promote the FSS program.
- Assessing interest and motivation to participate in the FSS program and conduct program enrollment.
- Establish participant goals, formalize, support, and monitor participant's Individual Training and Services Plan (ITSP), and complete Contract of Participation (CoP).
- Support participants in increasing income and achieving goals such as homeownership, education, job training, financial literacy, and health and wellness. Support participants in job

searching, job placement, employment retention and career development and advancement. Provide ongoing monitoring of participant progress and success.

- Connect and build relationships with employers, service providers, and community partners to ensure participants receive quality referrals as associated with their goals and ITSP.
- Support the City of West Allis Housing Authority's Program Coordinating Committee (PCC). The FSS coordinator will support making and maintaining relationships within the PCC and new members to the PCC, coordinate ongoing PCC meetings, provide programmatic updates at PCC meetings, and utilize the PCC to coordinate services per the FSS Action Plan.
- Maintain and support the escrow accounts and support escrow disbursement approvals.
- Review and determine participant graduations.
- Maintain accurate and detailed files, required program documents, and records associated with all interactions with participants.
- Coordinate with the City of West Allis regularly to connect on program operations, required participant data, and complete all necessary HUD reporting requirements, outcomes, and documentation to ensure program compliance.

LSS will support HUD's FSS regulations, and the Action Plan established for the City of West Allis's FSS program, to include grant required participant metrics and caseload size. Enrollment in the FSS program is voluntary to current HCV participants. The services and scope of work identified above will establish an effective program infrastructure to promote the success of the program participants.

Annual Budget

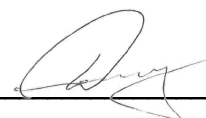
The City of West Allis will reimburse LSS monthly for both grant eligible and non-grant eligible expenses associated with the operation of the FSS program. The rate of compensation will be inclusive in covering costs of the FSS Coordinator, overhead, supervision, onboarding and continuing education of the FSS Coordinator. LSS will email invoices to the City of West Allis no later than the 25th day of the month following the month in which the services are provided. The City of West Allis shall have 30 days from receiving the invoice to pay the invoice.

By signature below the parties hereby agree to the scope of services above.

COMMUNITY DEVELOPMENT AUTHORITY OF THE CITY OF WEST ALLIS

By: _____ Title _____ Date: _____

LUTHERAN SOCIAL SERVICES OF WISCONSIN AND UPPER MICHIGAN

By:  Dennis Hanson Title Vice President Date: 2/4/2025