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July 1980

THE HOUSING ALLOWANCE OFFICE HANDBOOK

Iao Katagiri and G. Thomas Kingsley, Editors

HOUSING ASSISTANCE SUPPLY EXPERIMENT

A RAND NOTE

This Note was prepared for the Office of Policy Development and Research, U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT, under Contract No. H-1789. Its views and conclusions do not necessarily reflect the opinions or policies of the sponsoring agency.

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SANTA MONICA, CA. 90406

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PREFACE

This note was prepared for the Office of Policy Development and Research, U.S. Department of Housing and Urban Development (HUD). It contains the full text of the handbook approved by HUD to guide the administration of the allowance program of the Housing Assistance Supply Experiment (HASE) in Brown County, Wisconsin, now that the experimental stage of the program has been completed.

Similar handbooks governed allowance program operations throughout the term of the experiment in both HASE sites, Brown County and St. Joseph County, Indiana.* They were published in limited quantities for use by those directly concerned with the design, administration, and analysis of HASE: HUD, The Rand Corporation, and the staffs of the two housing allowance offices (HAOs) responsible for administering the program in the two sites. The purpose of this publication is to make the program's rules and procedures available to a broader audience. It should prove useful to managers of other programs with similar administrative functions as well as to researchers interested in the primary tools of the experiment.

We chose to publish this postexperimental version of the handbook as a Rand note, rather than an earlier one, for two reasons.** First, it does not include much of the detailed material on personnel management, accounting and other general administrative practices that appeared in earlier versions, material we judged to be of little interest to those

**The Brown County Housing Allowance Office Handbook*, Brown County Housing Allowance Office, Green Bay, Wisconsin, May 1974, and *The St. Joseph County Housing Allowance Office Handbook*, St. Joseph County Housing Allowance Office, South Bend, Indiana, March 1975. Except for a few obviously required differences (e.g., site-specific standard costs, site labels) the text of both handbooks was the same. When changes were made, they were approved for implementation in both sites, usually at the same time.

** A postexperimental handbook is also being prepared for the St. Joseph County program. Again with the exception of obviously required differences, its text will be the same as the Brown County version that appears in this note.

not directly involved with the project. Second, it does retain standards and procedures unique to the allowance program, and due to recent editing, it explains them more clearly than previous versions.

THE HOUSING ALLOWANCE PROGRAM AND THE SUPPLY EXPERIMENT *

The Housing Assistance Supply Experiment was designed and operated by Rand to test the market effects of a full-scale, long-term housing allowance program. In the experiment, monthly payments are made directly to low- and middle-income households to help them meet expenses within existing private housing. The amount of the payment is calculated to fill the gap between the "standard cost of adequate housing" in the community and one quarter of the household's adjusted gross income. Homeowners as well as renters are eligible for the program. Recipients can change tenure and move to whatever housing they choose in the program area without interrupting their assistance. As long as they receive payments, however, they must live in housing that has been inspected and approved as meeting basic housing quality standards. This requirement earmarks the subsidy for housing and thus distinguishes the approach from that of a pure income transfer program.

Program enrollment has been open to all eligible households in two metropolitan areas with contrasting market structures. The first, Brown County, Wisconsin (metropolitan Green Bay), has had a persistently tight market because of rapid growth in employment and population. Its total population in 1974 was about 170,000 (48,000 households); only about 1 percent were members of minority groups. The second, St. Joseph County, Indiana (whose central city is South Bend), had a population of about 240,000 (76,000 households) in 1975. Manufacturing employment declined sharply there after World War II, resulting in population loss. The central city has a large surplus of deteriorated housing, and a large minority population.

In each site, the program has been administered by a separate non-profit corporation, a housing allowance office (HAO), which works under

* A more complete description of the experiment's purposes, design, and status is found in *Sixth Annual Report of the Housing Assistance Supply Experiment*, The Rand Corporation, R-2544-HUD, May 1980.

contract to local housing authorities. Under Section 23 of the U.S. Housing Act of 1937, program funding was committed for a ten-year operating period. The experimental phase extended from the dates the funding contracts were signed through the end of the first five years of open enrollment. For Brown County this period was March 1974 through June 1979; for St. Joseph County, September 1974 through March 1980.* During this phase, Rand employees held a majority of the positions on the Board of Trustees of each HAO and controlled HAO activities to ensure conformance to experimental requirements. At the end of the experimental period, Rand relinquished its control to local residents who, as trustees, will direct program operations for the rest of the ten-year operating period.

During the five-year experimental phase in both sites, 26,253 households enrolled in the allowance program and 20,912 received one or more allowance payments. A total of \$32.2 million in housing allowances was paid out to those households.

HANDBOOK DEVELOPMENT AND STRUCTURE

Rand staff in the Supply Experiment's Field and Program Operations Group (FPOG) were responsible for designing the program's administrative systems and implementing them in both sites. In 1973, FPOG consulted with a variety of experts for advice in formulating program rules and procedures. Working with the newly hired senior staff of the Brown County HAO, they completed the first draft of the handbook in early 1974. They also developed more detailed technical instructions for several functions in a series of manuals; most important were the *Instruction Manual for the Enrollment Application* and the *Housing Evaluation Manual*. **

* Open enrollment began in June 1974 in Brown County and April 1975 in St. Joseph County. In each site the period between the execution of the funding contract and the start of open enrollment was used for HAO staff recruitment, training, procedures testing, and other start-up activities.

** The initial text and all subsequent modifications to the handbook were reviewed and approved by HUD prior to implementation. Prior HUD approval was not required, however, for the more detailed operations manuals.

In late 1974, the team was joined by new staff from the St. Joseph County HAO; they reviewed Brown County experience to that point and modified the handbook prior to the start of open enrollment in St. Joseph County (April 1975). After that time FPOG and HAO staff reviewed field performance regularly, refining procedures in the handbook manuals as appropriate. In addition, FPOG issued 229 policy clarification memoranda (PCMs) during the experimental phase to interpret or modify existing rules. Most of this was fine tuning, however. The basic administrative systems as defined in 1974 and 1975 changed very little over the next five years.

The handbook contains 18 chapters, of which the first 2 are most important. Chapter 1 (introduction to the handbook) cites sources of authority for the operation of the program (experimental design documents, statutes, contracts), and outlines the procedures for handbook changes and who must authorize them, thereby identifying those responsible for program control. Chapter 2 (Program Standards) contains the basic definition of the program itself; its sections specify required HAO administrative functions, eligibility standards, housing standards, rules for determining payments, and procedures for setting and revising the standard cost of adequate housing.*

Chapters 3 through 9 contain procedures and guidelines for the following administrative support functions: HAO organization, staffing, and interagency relationships (3); contracting and general administrative services (4); personnel practices (5); budgeting and financial management (6); staff training (7); guidelines for transition to local control at the end of the experimental phase (8); and outreach and public relations (9).

Chapters 10 through 18 define rules and procedures for those HAO functions unique to the allowance program: enrollment processing (10); client income verification and eligibility recertification (11); housing evaluation (12); payments processing (13); the client appeals

* Program funding contracts reference Chapter 2 as the basic source of program rules, and specify that any change to this chapter which would substantially alter the program must be approved by the local housing authority.

process (14); client termination and suspension (15); computer systems operation (16); housing and equal opportunity information services (17); and equal opportunity support services (18).

CHANGES IN THE POSTTRANSITION HANDBOOK

Housing authorities and other community leaders in both sites favored continuity in program operations after the transition from the experimental phase to local control. Therefore, most of the rules and procedures in force throughout the experimental phase were retained in this version of the handbook. However, some changes were either necessary or convenient for posttransition administration of the program. The most important are as follows:*

All references to The Rand Corporation and to Rand's control of the program were deleted.

A new section was added to Chapter 2 itemizing the posttransition methods for updating the standard costs for fuel, utilities, and housing. During the experimental phase, such updates were based on Rand analysis; therefore a new method had to be devised for implementation by HAO staff after Rand's departure.

Many detailed forms and procedures for administrative support functions in Chapters 3 through 6 were deleted, but general policies and guidelines from the experimental phase were retained. Those procedures were originally much more detailed than is typical of regulations for a HUD-assisted program, to afford tight control of the experiment. However, HUD agreed to allow the HAO greater flexibility in handling these functions after the experimental phase was completed.

*The complete text for these changes was provided in four Rand submissions to HUD: (1) changes to Chapters 3 through 9 (covering letter from G. Thomas Kingsley of Rand to Howard M. Hammerman of HUD dated 9 April 1979); (2) changes to Chapters 1 and 2 (letter from Charles E. Nelson of Rand to Roy Santos of HUD, dated 7 May 1979); (3) changes to Chapters 10 through 18 (letter from G. Thomas Kingsley to Roy Santos, dated 18 June 1979); and (4) additional changes to Chapter 1 (letter from G. Thomas Kingsley to Roy Santos, dated 11 September 1979). Final HUD approval was given in a letter from Patricia M. Jameson, Acting Area Manager of HUD's Milwaukee Area Office, to B. F. Paruleski, Executive Director of the Brown County Housing Authority, dated 8 February 1980.

Since Chapter 8's rules for transition to the postexperimental phase have been implemented, that chapter was deleted entirely.

Large portions of Chapters 7 and 9 originally provided special instructions for training and outreach during the experiment's "start-up" period. These sections were deleted and the remaining text modified to provide more appropriate guidelines for ongoing operations.

Chapters 10 through 18 were modified to improve clarity, but most detailed procedural specifications and forms were retained. References to specific job titles and organizational units were deleted throughout. Processing instructions initially specified tasks and who should perform them, by job title; this was considered too restrictive for the post-experimental phase, which will probably require more adjustments in personnel assignments.

In Chapter 11 of the original handbook, the sections on semiannual, annual, and special recertifications were covered very lightly, as was the review of information possibly misreported by clients. Instructions in these areas have been expanded to provide the same degree of detail as those concerning the enrollment process.

In Chapter 17, Housing and Equal Opportunity Information, sections on structured group information sessions were shortened because there was less demand for the service than had been expected. Materials on other methods used by the HAOs to help clients learn how to meet program requirements were added.

ACKNOWLEDGMENTS

The Rand FPOG team that developed the initial handbook was directed by Robert Dubinsky (FPOG Manager through December 1975) and G. Thomas Kingsley (Deputy Director for the Supply Experiment at that time and FPOG Manager after December 1975). Staff members and their main responsibilities were: Daniel J. Alesch (outreach), Deborah R. Both (housing evaluation, housing information and equal opportunity services), Earl Carter (administrative services and personnel), Allen F. Greenwald (participation agreements, leases, appeals process, legal aspects of other procedures), Michael F. Shea (training), and Karen Goldfarb Watson (program standards, enrollment, recertification).

HAO officers worked with the team on all sections of the handbook. The deputy directors (W. Eugene Rizor in Brown County and Peggy Spohn in St. Joseph County) and chiefs of client services (Dale Van Mieghem in Brown County and Hollis E. Hughes in St. Joseph County) worked mostly on client processing, payments, and service functions. The directors (Theodore H. Bauer in Brown County and Charles F. Lennon in St. Joseph County) and chiefs of finance and administration (Lars Larson in Brown County and Wazir Chand in St. Joseph County) focused on management and administrative support functions.

Ira S. Lowry, HASE Principal Investigator, and members of Rand's Design and Analysis Group (particularly Barbara Woodfill and David Lewis) made many important contributions, assisting in the formulation of program standards and in the development of rules and data-handling procedures for eligibility and housing certification.

Aslan Palachi of American Management Systems had the lead role in developing handbook sections on the HAO computer system and related procedures in enrollment, verification, recertification, and payments. Other consultants assisting in handbook development included: Arthur Young, Inc. (budgeting and financial management), the American Civil Service League (personnel management), Development Associates (training), Goldberg-Marchesano (outreach), and Saul Jones and George Genung (housing evaluation).

Charles E. Nelson, Rand's Director of the Supply Experiment, Gustave H. Shubert, Rand Senior Vice President, and attorneys James Gaither (of Cooley, Godward, Castro, Huddleson and Tatum, San Francisco), and Richard Gallagher (of Foley and Lardner, Milwaukee) contributed significantly to the design of the HAOs' corporate structure and the legal framework for HAO operations as set forth in contracts with HUD and local housing authorities and in client participation agreements. All assisted in the development of the handbook as well, offering ideas for administrative guidelines at the outset and helpful comments on drafts thereafter.

HUD and Urban Institute staff also reviewed handbook drafts and suggested many valuable improvements. The HUD review team was led by Gilmer Blankespoor, HUD's Government Project Manager for the Supply

Experiment, and included Garland Allen, Kenneth J. Alles, Robert Causin, Deborah Dewar, Charles Field, Evelyn Glatt, and Jerry J. Fitts, Director of HUD's EHAP program. Urban Institute reviewers included John Heinberg, Larry Ozanne, Peggy Spohn (before she joined the St. Joseph County HAO), and James Zais.

Special credit is due Mary Chrastil, Operations Analyst of the St. Joseph County HAO, who served as the main editor for the handbook for FPOG and both HAOs from early 1975 through the end of the experimental phase in both sites. Her thorough and careful technical reviews throughout led to considerable improvements in the document's accuracy over this period. Her substantive evaluations did much to assure that detailed procedures were workable and in concert with HAO policy and experimental objectives.

Between the time the first handbook was approved and the time transition planning began, FPOG and HAO staff prepared handbook changes that appeared warranted by operating experience. Many of the original team members were involved, but new staff also participated. Paul E. Tebbets, who joined FPOG in September 1975, had the most substantial handbook monitoring and updating responsibilities during this period. Other new FPOG staff involved were: Stacey W. Gamble, David K. Groo, Iao Katagiri, Sheila Nataraj Kirby, Priscilla Schlegel, and Robert Tabor. In the HAOs, Timothy Corcoran, who became Deputy Director of the St. Joseph County HAO in September 1976, and Alva Null, Deputy Director for Program Operations in Brown County beginning in July 1976, were particularly active in initiating and reviewing proposed handbook changes. HUD Government Project Managers for the Supply Experiment, Martin Levine (June 1976 through September 1977) and Howard M. Hammerman (since September 1977), were responsible for HUD reviews of handbook changes proposed during this period.

The present version of the handbook was developed during the transition planning process. Iao Katagiri, then FPOG Deputy Manager, and G. Thomas Kingsley drafted most of the revisions, which were then reviewed and modified jointly with HAO staff. Major contributors from the Brown County HAO were W. Eugene Rizor (Director, January 1976 through April 1979), and Lars Larson (Deputy Director, January 1976

through April 1979, and Director thereafter). Major St. Joseph County HAO contributors were Hollis E. Hughes (Director since May 1978), Timothy Corcoran, and Mary Chrastil. HUD reviewers were Anderson P. Perryman and Peter Terranova (Milwaukee Area Office).

Finally, FPOG's thanks go to Luetta Pope of Rand for her superb work in typing and managing the production of all drafts of the handbook and all modifications since the start.

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CHAPTER 1.00 - INTRODUCTION TO THE HANDBOOK

1.01 - INTRODUCTION

01 - Purpose

This Handbook is the official document through which the Housing Allowance Office of Brown County, Inc. (HAO) promulgates its statements of objectives and policies and its basic operating procedures concerning the operation of the housing allowance program. The Director of the HAO is charged by the HAO Board of Trustees with the implementation of the provisions of this Handbook. The Director will issue staff instructions as required for the proper and efficient implementation of the policies and procedures described herein.

02 - The Allowance Program and The Supply Experiment

The HAO is a nonprofit corporation which administers the allowance program in Brown County, Wisconsin. The program was initiated in 1974 as a part of the Housing Assistance Supply Experiment, designed and operated by The Rand Corporation under contract with the Office of Policy Development and Research (PD&R) of the U. S. Department of Housing and Urban Development (HUD). On July 1, 1979, after the experimental phase of the program was complete, The Rand Corporation relinquished its control over the program, and HUD's Office of Housing (OH) replaced PD&R as the HUD office responsible for continued monitoring. The allowance program now operates solely in accord with the provisions of the Handbook and the governing documents specified in Section 1.01.03 below.

03 - Governing Documents

This Handbook describes the policies, regulations, and procedures that are to guide and control the day-to-day operations of the HAO. Other documents set forth the more basic agreements governing the con-

duct of the allowance program; the Handbook has been developed so as to be consistent with these fundamental agreements. These documents include:

- o *Annual Contribution Contract* (as amended) between HUD and the Brown County Housing Authority, March 14, 1974, specifying the terms, conditions, and guidelines under which Section 23 funding is provided for the allowance program.
- o *BCHA/HAO Agreement* (as amended) between the Brown County Housing Authority and the Housing Allowance Office of Brown County, Inc., March 14, 1974, which defines the terms and conditions of the Housing Authority's delegation of authority to the HAO to operate the program.

CHAPTER 1.00 - INTRODUCTION TO THE HANDBOOK

1.02 - THE HOUSING ALLOWANCE OFFICE HANDBOOK

01 - Structure

The Handbook has been structured to enable utilization by HAO staff and revision when required. The material has been organized into chapters, sections, and subsections. Each part of the Handbook can be identified by a numerical code as in the following example:

- 1.00 identifies the first chapter
- 1.01 identifies the first section of the first chapter
- 1.01.01 identifies the first subsection of the first section of the first chapter

The Handbook is intended to serve as a useful reference to a variety of readers--those who require only a general understanding of a subject as well as those who require a thorough working knowledge. For this reason, the first section of each chapter presents a general description of the material covered in that chapter: the objectives and policies relating to that program element and an overview of its procedures. The remaining sections present descriptions of the procedures themselves. For the sake of simplicity in this Handbook, the use of the pronouns he/she and his/her are designated as "he" and "his."

02 - Content

The Handbook has 18 chapters. Chapters 1.00 through 3.00 contain introductory material and descriptions of program functions, standards, organization, and institutional relationships. Chapters 4.00 through 8.00 cover the administrative process of the HAO. The remaining chapters, 9.00 through 18.00, present descriptions of the major program functions--the procedures related to the enrollment of, and continued provision of services to, the client population.

03 - Page Identification and Forms

Pages in the Handbook are numbered consecutively within each section. Page numbers and other identifying information appear at each upper right hand corner of each page. The section code is given first, followed by the page number in parentheses. For example, the first page of the first section of this chapter is 1.01(1); the first page of the second section is 1.02(1).

When a page has been modified or added to the Handbook, the date of the change is indicated below the page identification. For example,

9.04(12) .
(4/8/74)

All HAO forms are numbered consecutively within the sections in which they appear. For example, 9.04-1 is the first form in Section 9.04. On all forms, the approval date is printed in parentheses following the form number.

04 - Changes to the HAO Handbook - Introduction

Consistent with the program's governing documents, HUD must approve all changes to the HAO Handbook and the BCHA must approve all changes to Chapter 2.00 which would substantially alter the program. The process of modifying the HAO Handbook begins with the preparation of a written Handbook Change Proposal (HCP), properly signed by the initiating organization. HCPs may be prepared by the HAO, the BCHA, and HUD. HCPs must indicate the proposed date upon which the change would become effective.

05 - Change Proposals Initiated by the HAO

HCPs initiated by the HAO must be approved and signed by the HAO Director. Processing depends on the nature of the change and the chapter(s) affected. If the HCP is for a change to Chapter 2.00 which the Director believes would substantially alter the program, he designates it as a "Major Change Proposal". The following steps are taken:

1. The Director submits copies of the signed HCP to all members of HAO Board of Trustees for review. The HAO Board must formally act to approve, approve with modifications, or disapprove the HCP.
2. If approved, the HCP, along with a copy of the HAO Board Resolution granting approval, is then forwarded to the BCHA by the Director. (The Director may also forward copies to HUD for notification purposes, making it clear that the BCHA has not yet taken action on the proposal.)
3. The BCHA must then formally act to approve or disapprove the HCP. The BCHA then forwards the HCP to HUD and the HAO, either approving or disapproving the proposal, along with copies of the resolution. As the HCP relates to a Major Change, BCHA disapproval constitutes final disapproval consistent with BCHA powers under the ACC.
4. HUD must formally act on an approved HCP, and notify the BCHA and the HAO of its action in writing within 30 days after its receipt of the proposal from the BCHA.
5. The Director implements the change on the effective date unless written HUD disapproval is received within the above period.

If the HCP relates to a change which, in the view of the Director, would not substantially alter the program, he designates it as a "Minor Change Proposal". A different sequence is followed:

1. The Director submits copies of the signed HCP to all members of the HAO Board of Trustees, notifying them that he will forward it directly to BCHA and HUD, unless within 15 working days of their receipt of the proposal one of them requests him to hold it for Board action.
2. If such a request is made, the HAO Board must formally act to approve, approve with modification or disapprove the HCP.
3. If formally approved (or not held over), the Director then forwards the HCP to the BCHA and HUD. The HCP is accompanied

by a copy of the Board resolution granting approval or the Director's certification that the proposal was not held over, whichever is appropriate.

4. No action on the part of the BCHA is required unless the BCHA acts to redesignate the HCP as a Major Change Proposal. If so, the HCP is returned to the HAO Director who then processes it under the rules for Major Change Proposals described above. HUD action, as specified under Step 4 above for Major Change Proposals, is required in either case.
5. The Director implements the change on the effective date unless written HUD disapproval is received within the above period.

06 - Change Proposals Initiated by HUD

HCPs initiated by HUD are forwarded to the HAO and the BCHA. The HAO Director designates the HCP as either a Major or Minor Change (based on criteria stated in Section 1.02.05) and examines the potential impact of the HCP on program operations. He then prepares a Statement containing his findings and recommendations either to endorse or not endorse the proposal. The steps for processing a Major Change Proposal are as follows:

1. The Director submits copies of the signed HCP and his Statement of Findings and Recommendations to all members of HAO Board of Trustees for review. The HAO Board must formally act to endorse, or not endorse the HCP.
2. After Board action, the HCP, along with a copy of the HAO Board Resolution and the Director's Statement, is then forwarded to the BCHA by the Director.
3. The BCHA must then formally act to approve or disapprove the HCP. The BCHA then forwards the HCP to HUD and the HAO either approving or disapproving the proposal, along with copies of their resolution. As the HCP relates to a Major Change, BCHA disapproval constitutes final disapproval consistent with BCHA powers under the ACC.
4. If the BCHA approves the HCP, the Director implements the change on the effective date.

If the HCP has been designated as a Minor Change Proposal, the sequence of action is as follows:

1. The Director submits copies of the signed HCP and his Statement of Findings and Recommendations to all members of the HAO Board of Trustees, notifying them that he will forward it directly to BCHA, unless within 15 working days of their receipt of the proposal one of them requests him to hold it for Board action.
2. If such a request is made, the HAO Board must formally act to endorse, or not endorse the HCP.
3. The Director then forwards the HCP to the BCHA. The HCP is accompanied by the Director's Statement, and a copy of the Board resolution taking action on the proposal or the Director's certification that the proposal was not held over, whichever is appropriate.
4. No action on the part of the BCHA is required unless the BCHA acts to redesignate the HCP as a Major Change Proposal. If so, the HCP is returned to the HAO Director who then processes it under the rules for Major Change Proposals described above.
5. If the BCHA endorses the proposal, or takes no action, the HAO Director implements the change on the effective date proposed.
6. If the BCHA chooses to review the proposal and does not endorse it, the BCHA returns the HCP to HUD formally requesting HUD to reconsider. The request must be accompanied by information which led BCHA to the conclusion that the implementation of the HCP would reduce the cost/effectiveness of the allowance program. The HAO Director's Statement of Findings and Recommendations, with or without supplemental information, may be used for this purpose. HUD then reviews this material and either agrees to drop the HCP or to require the BCHA and the HAO to implement it. HUD must notify the BCHA and the HAO of its decision in writing.

07 - Change Proposals Initiated by the BCHA

HCPs initiated by the BCHA are forwarded to the HAO. The HAO Director designates the HCP as either a Major or Minor Change (based on the criteria in Section 1.02.05) and examines the potential impact of the HCP on program operations. He then prepares a Statement containing his findings and recommendations either to endorse or not endorse the proposal. The steps for processing a Major Change Proposal are as follows:

1. The Director submits copies of the signed HCP and his Statement of Findings and Recommendations to all members of HAO Board of Trustees for review. The HAO Board must formally act to endorse or not endorse the HCP.
2. After Board action, the HCP, along with a copy of the HAO Board Resolution and the Director's Statement, is then forwarded to the BCHA by the Director.
3. The BCHA may then decide either to drop the proposal or proceed to secure HUD approval. If the latter course is taken, the BCHA then forwards the HCP to HUD, along with appropriate documentation. If the HAO Board did not endorse the proposal, the HAO Board Resolution and Director's Statement of Findings and Recommendations must also be submitted to HUD.
4. HUD must then formally act on the HCP, and notify the BCHA and the HAO of its action in writing within 30 days after its receipt of the proposal from the BCHA.
5. The Director implements the change on the effective date unless written HUD disapproval is received within the above period.

If the HCP has been designated as a Minor Change Proposal, the sequence of actions is as follows:

1. The Director submits copies of the signed HCP and his Statement of Findings and Recommendations to all members of the HAO Board of Trustees, notifying them that he will forward it directly to BCHA, unless within 15 working days of their

receipt of the proposal one of them requests him to hold it for Board action.

2. If such a request is made, the HAO Board must formally act to endorse or not endorse the HCP.
3. The Director then forwards the HCP to the BCHA. The HCP is accompanied by the Director's Statement of Findings, and a copy of the Board resolution taking action on the proposal or the Director's certification that the proposal was not held over, whichever is appropriate.
4. The BCHA may then decide either to drop the proposal or proceed to secure HUD approval. If the latter course is taken, the BCHA forwards the HCP to HUD, along with appropriate documentation. If the HAO Director recommended against the proposal, his Statement of Findings and Recommendations must also be forwarded to HUD.
5. HUD must then formally act on the HCP and notify the BCHA and the HAO of its action in writing within 30 days after its receipt of the proposal from the BCHA.
6. The Director implements the change on the effective date unless written HUD disapproval is received within the above period.

08 - Implementation and Documentation

When final approval of an HCP has been received, the HAO Director shall issue appropriate instructions to his staff so as to implement the Handbook Change on the effective date agreed to. The Director shall maintain a log of all HCPs which have been proposed indicating HAO Board, BCHA and HUD actions and dates. The Director shall also maintain a file containing copies of all HCPs and relevant documentation.

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CHAPTER 2.00 - PROGRAM STANDARDS

2.01 - PROGRAM FUNCTIONS

01 - Introduction

The Housing Allowance Office (HAO) is charged with the administration of the allowance program. It executes this responsibility by the performance of the functions indicated below in conformance with the standards specified in the remaining sections of this chapter and with the procedures specified in the remaining chapters of the HAO Handbook.

02 - Client-Related Functions

The following functions are established to implement directly the primary objective of the program, the effective delivery of allowance payments and other services to eligible households in conformance with program standards:

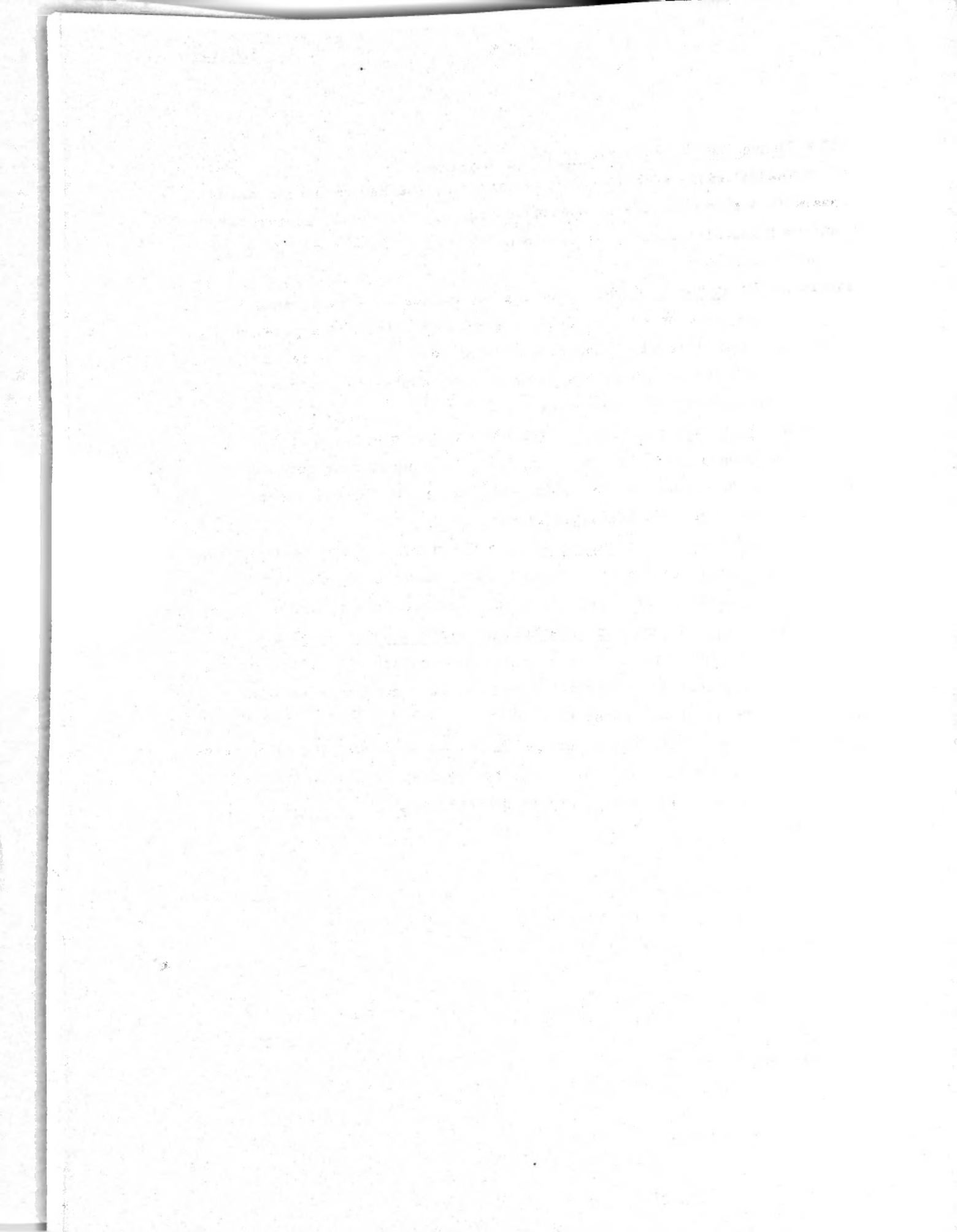
- o Public information and outreach: A program of public information and outreach is undertaken to inform potential enrollees and residents of the community about the allowance program. In this program, eligibility rules are described and potential enrollees are encouraged to submit preliminary applications to the HAO.
- o Enrollment: The HAO schedules enrollment interviews for households that have submitted preliminary applications. At the interview, program terms and conditions are explained. Enrollees provide information to the HAO on their income and household status. If the enrollee is determined to be eligible for the program on the basis of this information, he is invited to sign a Participation Agreement.

- o Certification and recertification of eligibility: The HAO takes reasonable precautions to verify information provided by enrollees and, subsequently, to certify household eligibility where appropriate. Recertification of eligibility for each participant is repeated at least at annual intervals and as may be required at other times to reasonably reflect changes in income and household status.
- o Housing evaluation: Once the Participation Agreement is signed, the HAO evaluates the housing unit in which the enrollee will reside while receiving allowance payments to ensure that all participants live in housing that meets basic program quality and occupancy standards. The HAO re-evaluates these units annually, or new units if a participant moves, so that program standards are maintained on a continuing basis.
- o Housing information and equal opportunity services: In addition to the information provided in the enrollment interviews, the HAO provides housing information for all enrollees who wish it. The purpose of this program is to help make enrollees aware of their housing options and to equip them as effective housing consumers. Special assistance is also provided in relation to equal opportunity problems in housing.
- o Payments: The HAO calculates the amount of the allowance payment due each eligible enrollee and issues monthly housing allowance payments accordingly. Payments may not begin until the enrollee: (1) signs the Participation Agreement, (2) receives approval of his lease (renters only), and (3) resides in a housing unit that has been certified as meeting program housing and occupancy standards.
- o Termination: The HAO terminates participants from the program when it is determined that they no longer comply with eligibility criteria or other conditions of assistance, or when there is other appropriate cause.

03 - Finance and Administration Functions

The following functions are performed by the HAO on a continuing basis to ensure that the allowance program is effectively administered and that fiscal integrity is maintained:

- o Maintenance of records: The HAO maintains a management information system, a central records file, and a program of regular reporting for the purposes of carrying out the HAO functions and providing necessary program data for research purposes.
- o Financial management: The HAO maintains a systematic program for planning, budgeting, and accounting for the expenditure of the funds provided by HUD for allowance payments and administration.
- o Administrative services: The HAO maintains the necessary administration and support practices to carry out its functions and provide services and benefits to HAO employees.
- o Relationships with the community and housing suppliers: The HAO establishes and maintains contact with local groups, particularly representatives of local government and the real estate industry.
- o Audit: The HAO maintains effective audit and review practices to ensure financial integrity, regulatory compliance, and economy and efficiency of operations.



CHAPTER 2.00 - PROGRAM STANDARDS

2.02 - GENERAL DESCRIPTION OF PROGRAM STANDARDS01 - Eligibility Criteria

To enroll in the Housing Allowance Program, clients must meet program eligibility criteria relating to income, assets, household composition, and residency. Clients are enrolled in the program after they have signed a Participation Agreement and their eligibility has been certified.

02 - Other Conditions for Assistance

For enrolled clients, allowance payments will begin only after all of the following additional conditions have been met:

- o The client resides in a housing or rooming unit that has been evaluated by the HAO and certified as meeting program housing and occupancy standards.
- o For renters, a lease has been signed by the renter household and the landlord and submitted to and approved by the HAO.
- o The client is not residing in housing subsidized under certain federal housing programs (see Section 2.06.02).

03 - Conditions for Continued Assistance

Clients are entitled to receive allowance payments throughout the duration of the program as long as they continue to meet the program eligibility criteria and as long as the housing unit they occupy continues to meet program housing and occupancy standards. In addition, clients must fulfill the following program responsibilities:

- o Provide accurate information on a confidential basis about household membership and income when required by the HAO.

- o Permit the HAO to evaluate their housing unit annually and every time they move.

The household's responsibilities under the program are fully described in the Participation Agreement (Form 10.07-1).

04 - Amount of Assistance

The maximum housing allowance to which an eligible client is entitled is calculated by means of a formula which takes into account the household's annual adjusted gross income and the standard cost of adequate housing in Brown County (see Section 2.10 below). The formula provides for housing assistance equal to the difference between the standard cost of adequate housing (varying with household size) and 25 percent of the annual adjusted gross income of the household. Thus,

$$MA = R^* - 0.25Y_{ag}$$

where MA = the amount of maximum allowance entitlement,
 R^* = the standard cost of adequate housing, and
 Y_{ag} = the household's adjusted gross income.

In no case, however, may a household receive a housing allowance payment that exceeds its actual housing expenses. To assure that this requirement is met, the following formula is applied to determine the actual allowance amount (A):

$$A = \left\{ \begin{array}{l} \text{maximum allowance entitlement} \\ \text{or} \\ \text{actual housing expenses} \end{array} \right\} \text{whichever is less.}$$

(See Chapter 13.00 for procedures to be used in determining a household's actual allowance payment.)

For renters, actual housing expenses are defined as contract rent plus the standard cost of those utilities not included in the contract rent. For homeowners, actual housing expenses are defined as the actual amount of mortgage payment* and property taxes and the standard cost of insurance premiums, utilities, and maintenance.

05 - Advances

Advances may be made to clients to cover full or partial costs of security deposits required by landlords or utility companies (excluding telephone). The amount of the advance may not exceed the amount of two months rent or four monthly housing allowance payments. The advance may be repaid to the HAO by reductions in the household's monthly allowance payments over a period not to exceed twelve months.

Advances for security deposits are only granted when the deposit is an established and standard procedure of the landlord or utility company.

06 - Duration of Program

The duration of the Brown County Housing Allowance Program is ten years from the effective date of the Annual Contributions Contract, March 14, 1974. Therefore, the program will continue until March 14, 1984. It is intended that all of the program standards described in this chapter will remain in force throughout this ten-year period, although it is understood that modifications may be required from time to time based on changes in law or policy decisions by the U.S. Department of Housing and Urban Development (HUD).

* Interest payments on second mortgages, home improvement loans and all other loans secured by the property are also allowable and are added to the amount of the mortgage payment for this purpose.

The first part of the report deals with the general situation of the country and the progress of the work during the year. It is followed by a detailed account of the various projects and the results achieved.

The second part of the report is devoted to a detailed description of the various projects and the results achieved. It is followed by a summary of the work done during the year and the conclusions drawn therefrom.

The third part of the report is devoted to a detailed description of the various projects and the results achieved. It is followed by a summary of the work done during the year and the conclusions drawn therefrom.

The fourth part of the report is devoted to a detailed description of the various projects and the results achieved. It is followed by a summary of the work done during the year and the conclusions drawn therefrom.

CHAPTER 2.00 - PROGRAM STANDARDS

2.03 - INCOME ELIGIBILITY CRITERIA AND RELATED DEFINITIONS01 - Income Eligibility Criteria

To be income-eligible at the time of enrollment, a household's size and adjusted gross income (see definition below) must be such that its maximum allowance entitlement is not less than \$10 per month.

Once enrolled, households continue to be income-eligible as long as their household size and adjusted gross income are such that the maximum allowance entitlement is greater than zero.

02 - General Definition of Income

The household income used to determine initial and continuing income eligibility and to calculate the maximum allowance entitlement is adjusted gross income, which is defined as total household income less allowable deductions.

Total household income includes income from all sources (excluding nonrecurring income) of the head of household and spouse and of each additional household member who is at least 18 years of age or older, anticipated to be received during the twelve months following enrollment or annual recertification, and excluding the income of full-time students (other than the head or spouse).

Specific components of total household income and an itemization of allowable deductions are listed below.

03 - Components of Total Household Income

The components of total household income include, but are not limited to, the following:

1. Earned income (before federal, state, FICA and other mandatory payroll taxes).

- a. Wages, salaries, fees, commissions, bonuses, tips, including vacation pay, sick-leave pay, and severance pay.
 - b. Net income derived by household from a business, whether owned individually, in partnership, or in some other form (gross business income less business expenses).
2. Grant income.
- a. Social Security payments.
 - b. Supplemental Security Income Benefits (SSI).
 - c. Unemployment Compensation.
 - d. Workmen's Compensation, illness or accident benefits over what was needed to cover expenses.
 - e. Aid to Families with Dependent Children (AFDC).
 - f. Other public assistance.
3. Other income.
- a. Alimony payments received (not included in AFDC).
 - b. Foster parent payments.
 - c. Child support received pursuant to legal order or obligation (not included in AFDC).
 - d. Education stipends, scholarships, fellowships, or GI benefits in excess of what is needed for tuition, fees, and books.
 - e. Recurring cash contributions in excess of \$20 per month from persons not living in the household or from private charities.
 - f. Strike benefits, military (housing) allotments, if they are on a continuing basis.
 - g. Net income from rent paid by roomers and boarders (gross income from roomers and boarders less amount of actual expenses incurred in relation to the roomer and his unit).

- h. Pensions and annuities (retirement programs for government employees or military personnel, pensions from private employers, veterans' disability, etc.).
4. Cash income from income producing assets. For example:
 - a. Rent on real property.
 - b. Interest (e.g., from savings accounts, treasury bonds).
 - c. Dividends.
 - d. Other cash income derived from asset holdings.
 5. Income imputed to nonincome producing assets: i.e., assets from which no cash income is derived, such as real property that has no rental income. Income is imputed to nonincome producing net assets at the rate of 5 percent per year.

04 - Items Excluded from Total Household Income

The following types of income are excluded from the calculation of total household income:

1. Income received by household members less than 18 years of age unless they are head of household or spouse.
2. Income of full-time students, unless they are head of household or spouse.
3. Nonrecurring income, such as
 - a. Casual, sporadic, or irregular gifts, including amounts that are specifically received for reimbursement of the cost of illness or medical care.
 - b. Lump-sum additions to family assets, such as inheritances or insurance payments, including payments under health and accident insurance and Workmen's Compensation, capital gains, and settlements for personal or property losses (which will be reflected as a change in assets).

4. Amount of educational scholarships paid directly to the student or to the educational institution and amounts paid by the federal government to a veteran for use in meeting costs of tuition, fees, or books, to the extent that such amounts are so used (also affects part-time students).
5. Special pay to a serviceman who is head of household, away from home, and exposed to hostile fire.
6. Relocation payments made pursuant to Title II of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (PL-91-646, 84 Stat. 1894).
7. Allotments for the purchase of foods in excess of the amount actually charged eligible households, pursuant to the Food Stamp Act of 1964 (7 U.S.C. 2016[e]).

05 - Allowable Deductions

After the Total Household Income has been computed, the following deductions are applied to determine the household's adjusted gross income:

1. Ten percent of household gross income for households whose head of household or spouse is 62 years of age or older, disabled or handicapped; five percent of household gross income for households whose head of household and spouse are under the age of 62.
2. Extraordinary medical expenses where not compensated for or covered by insurance, defined as medical expenses in excess of three percent of Total Household Income.
3. Amounts for unusual occupational expenses not compensated for by the employer, such as special tools and equipment, but only to the extent by which such expenses exceed normal and usual expenses incidental to employment.
4. Amounts paid by the household for the care of children or sick or incapacitated household members when

determined necessary to the employment of head of household or spouse. The amount deducted shall represent either: (a) the actual amount of expenses verified by receipts or statements from the individual employed to provide the care; or, where expenses are not verified, (b) a standard amount to cover no more than 50 hours of care per week at reasonable rates. However, in no case may the amount exceed the amount of income received by the released household member.

5. Exemption of \$300 for each dependent, i.e., for each minor (other than the head or spouse) and for each adult (other than the head or spouse) dependent upon the household for support.
6. Exemption of \$300 for each secondary wage earner (a household member deemed to be a dependent under Item 5 above not included). A secondary wage earner is a household member 18 years of age or older other than the head of household who is not a full-time student and who works more than 20 hours per week.
7. Amounts paid out by a household member for court-documented child support and alimony.

06 - Income Basis for Calculating Payments

The maximum allowance entitlement is initially calculated at the enrollment interview and is based on a projected annual rate of adjusted gross income as of the date of the enrollment interview. The current rate of income (annualized) is used wherever possible to determine the projected annual rate, provided that current income is documented and represents a steady rate.

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CHAPTER 2.00 - PROGRAM STANDARDS

2.04 - ASSETS ELIGIBILITY CRITERIA01 - Asset Limitation

Households whose total net assets exceed the program asset limits are not eligible to participate in the Housing Allowance Program. The initial program asset limits were set as: \$32,500 if the head of the household or his/her spouse is 62 years of age or older; and \$20,000 in all other cases. The program asset limits in force during any annual period running from April 1 of one year through March 31 of the next, shall be the initial program asset limits as inflated by the U.S. (national) Consumer Price Index. Specifically, they shall be calculated as the product of the initial program asset limits multiplied by the value of the Consumer Price Index for the month of December preceding the subject annual period, divided by the comparable value of that Index for June 1975, rounded to the nearest \$100.

02 - Definition of Assets

Assets to be counted against the asset limit include property and other capital items, owned by members of the household and by businesses owned by members of the household, of the following types:

- o Real property
- o Financial assets, such as
 - Checking accounts
 - Savings accounts
 - Savings bonds and other bonds
 - Cash on hand
 - Stocks and mutual funds

All or a part of the net values of the above described assets may be excluded where the administrative cost of identifying and determining

the value of the items is high and the effect on allowance payment determinations is likely to be small.

03 - Definition of Net Value of Assets

The net value of an asset is its market value less encumbrances, such as outstanding mortgages, trusts or deeds, and secured loans.

CHAPTER 2.00 - PROGRAM STANDARDS

2.05 - HOUSEHOLD COMPOSITION CRITERIA AND RELATED DEFINITIONS

01 - Definition of Eligible Household

To be eligible to participate in the program, a household must consist of one of the following:

- o Two or more persons, at least one of whom is an adult, who usually live together, and who are related to each other by blood, marriage, or operation of law. (An individual who has an established permanent residence elsewhere may not be considered as usually living with the household.)
- o A single person who is 62 years of age or older, or 18 years of age or older who is disabled or handicapped, or residentially displaced by a federally proclaimed natural disaster or by federal, state, or local public action.

Once an eligible household as defined above exists, unrelated persons may count as eligible household members if they live with the household and are dependent on it for 50 percent or more of their support.

Other single persons between 18 and 62 years of age are also eligible, but the number of such households that may receive payments is limited to 10 percent of the total recipients authorized for the program under its Annual Contributions Contract. Because of this limitation, the enrollment of single persons will be implemented in stages, with the priority in the earliest stages being given to older persons within this group.

02 - Definition of Disabled and Handicapped

An individual is considered disabled if he is eligible to receive disability assistance from Social Security and other public programs.

Handicapped persons are individuals who have a physical or mental impairment which (a) is expected to be of long-continued and indefinite duration, (b) substantially impedes ability to live independently, and (c) is of such a nature that such ability could be improved by more suitable housing conditions.

In cases where disability and physical or mental impairment cannot be easily identified, written verification from the attending physician may be required.

03 - Other Individuals Residing with an Eligible Household

Other individuals who reside with an eligible household as defined above are not counted as members of that household for the purpose of determining household size or the applicable standard cost of adequate housing, and their incomes are not counted in the total household income. They are counted, however, in the application of the program's occupancy standard to the size of the housing unit.

Such individuals may apply for program participation on their own and may be eligible if they meet program eligibility standards and if the portion of the housing unit they occupy meets the housing evaluation standards of the program.

04 - Definition of Adult

An "adult" is defined as an individual who is 18 years of age or older or is under 18 and considered legally responsible. In households where there is no adult (as defined), a minor may substitute for an adult, provided that he/she has a legal guardian.

05 - Definition of Related Persons

The following are considered to be related persons:

- o Husbands and wives.
- o Sons and daughters.
- o Fathers and mothers.
- o Aunts and uncles.
- o Sons-in-law and daughters-in-law.
- o Grandparents and great-grandparents.
- o Grandchildren and great-grandchildren.
- o Nephews and nieces.

- o Mothers-in-law and fathers-in-law.
- o Brothers-in-law and sisters-in-law.
- o Stepsons and stepdaughters.
- o Brothers and sisters.
- o First cousins.
- o Adopted sons and daughters.
- o Stepbrothers and step-sisters.
- o Half brothers and half sisters.
- o Stepfathers and step-mothers.
- o Foster sons and daughters.

06 - Definition of Support

Support includes payments for food, shelter, clothing, medical and dental care, and education expenses.

07 - Definition of Eligible Household Member

Anyone who lives with an eligible household at the time an eligibility determination is made and who qualifies under the definitions in Subsection 2.05.01 above, is an eligible household member and is taken into account in determining the household's size (as used in establishing the applicable standard cost of adequate housing and applying program occupancy standards) and its adjusted gross income. There are two exceptions to the above rule.

- o An individual who is now living with the household but who is expected to leave within the next 30 days and to be absent for a period of 90 consecutive days thereafter is not considered to be an eligible household member.
- o An individual who is not now living with the household but who is expected to join the household within the next 90 days and who is expected to live with the household for a period of at least 90 consecutive days thereafter is considered to be an eligible household member if he qualifies under the definitions of Subsection 2.05.01.

However, any individuals claimed as dependents for income tax purposes may be claimed for the purpose of the dependency deduction (see Subsection 2.03.05) even though they do not qualify as eligible household members by the above definitions.

08 - Definition of Head of Household

The head of household is an eligible member of a household who is an adult and is legally responsible for the household's relationship with the HAO. If more than one eligible household member qualifies as head of household, the eligible members should designate one of their number as head.

09 - Functions of the Head of Household

The head of household must sign the enrollment application, the Participation Agreement, and the lease or homeownership documents and will be legally responsible for his or her household's relationship with the HAO.

The head of household is also the payee for allowance payments and signs all other documents required by the HAO, but he may delegate these responsibilities to another adult eligible household member if circumstances warrant, e.g., if the head of household is frequently out of town.

10 - Students and Armed Forces Personnel

Students and Armed Forces personnel are eligible to enroll in the program if they meet the definition of an eligible household member as defined in Subsection 2.05.07 above.

11 - Loss of Household Members

If household members die, or move away from the housing unit occupied by the household and are expected to be absent so long that they no longer qualify as eligible household members (see Subsection 2.05.07), the following standards apply:

- o If the members that remain in the unit for which payments are being made include the household head (1) the members that remain are treated as an eligible household automatically; (2) the members that depart are not treated as an eligible household automatically, but they may apply and enroll as such subject to their meeting all program requirements.
- o If the household head dies or departs, the right to continued payment ceases for the members that remain in the unit unless and until they designate a new household head who signs a new Participation Agreement.
- o If the household head moves to a new unit and other members remain in the unit for which payments are being made, the household head and other members that move with him may constitute an eligible household. However, they must provide information on changes in household status to the HAO at that time and they will be subject to a redetermination of continued eligibility and the amount of the allowance entitlement based on this information.
- o In any case above, if the household remaining in the unit is composed of a single person under 62 years of age who is not handicapped, disabled or displaced, the household composition criteria regarding single-person households will be waived until such time as the household moves out of that particular unit.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

In the second section, the author outlines the various methods used to collect and analyze the data. This includes both primary and secondary data collection techniques. The primary data was gathered through direct observation and interviews, while secondary data was obtained from existing reports and databases.

The third part of the document details the results of the analysis. It shows that there is a significant correlation between the variables studied. The data indicates that as one variable increases, the other tends to decrease, suggesting an inverse relationship.

Finally, the document concludes with a series of recommendations based on the findings. It suggests that further research should be conducted to explore the underlying causes of the observed trends. Additionally, it provides practical advice for how the information can be used to improve current practices.

CHAPTER 2.00 - PROGRAM STANDARDS

2.06 - OTHER ELIGIBILITY REQUIREMENTS

01 - Place of Residence

Only households residing in Brown County, Wisconsin, are eligible to receive housing allowance payments in this program. If households move outside Brown County, their eligibility for housing allowance payments will terminate.

Applications from those households who were residents of the above jurisdiction as of the effective date of the Annual Contributions Contract (ACC), March 14, 1974, (household is defined minimally as head-of-household or spouse) are processed automatically on a first-come first-served basis. Since this experimental program has been planned and funded on the basis of household residents as of the effective date of the ACC, applications from households moving into the above jurisdiction after that date will be accepted but not processed until priority has been accorded to households in residence as of the effective date of the ACC.

02 - Subsidized Housing

Households residing in housing assisted under federal programs are ineligible to receive housing allowance payments, but may enroll in the program if they intend to move to a nonsubsidized unit. These federal programs are:

- o Low-rent public housing.
- o HUD Section 23 leased public housing.
- o HUD Section 235.
- o HUD Section 236.
- o Mutual self-help housing.
- o Rent supplements.
- o HUD Section 202.
- o Farmers Home Administration Section 502.

- o HUD Section 221(d) (3) BMIR.
- o Farmers Home Administration Section 515.

Units that have been or will be rehabilitated using HUD Section 115 Rehabilitation Grants and/or Section 312 Rehabilitation Loans or Home Improvement Programs do not fall within this definition of subsidized housing.

CHAPTER 2.00 - PROGRAM STANDARDS

2.07 - HOUSING STANDARDS

01 - Introduction

A household enrolled in the Housing Allowance Program may receive allowance payments only when residing in a housing unit (or rooming unit) that has been evaluated by the HAO and has been certified as decent, safe, and sanitary, taking into account both the characteristics of the unit and the characteristics of the assisted household.

It is the intent of the program to provide support which enables program participants to afford modest older housing of their choice, unless the housing chosen endangers the health and safety of the occupants. In most local housing codes, however, many of the standards call for "good as new" conditions which cannot always be attained by modest older housing. Therefore, a unit with minor code deficiencies may still be acceptable by allowance program standards.

02 - Definition of Housing Unit and Rooming Unit

Clients may receive allowance payments when residing in either a housing unit or a rooming unit as defined below:

- o Housing Unit: A housing unit is a house, apartment or group of rooms, occupied or intended for occupancy as separate living quarters, which has: (a) access to the outside of the building directly or through a public area within the building, and (b) complete kitchen and bathroom facilities for the exclusive use of the occupants.
- o Rooming Unit: A rooming unit is a room or group of rooms, occupied or intended for occupancy as separate living quarters, which is not a part of a housing unit, and in and of itself does not have all of the characteristics necessary to be a housing unit.

03 - Summary of Standards

Housing standards for the allowance program embody four basic criteria. To be certifiable for the program, a unit must:

- o Have adequate living space.
- o Have adequate facilities.
- o Have adequate natural light and ventilation.
- o Be free of conditions that endanger the health and safety of the occupants.

04 - Living Space

To be certifiable for occupancy by a program participant, a unit must meet the following minimum standards related to living space:

- o Habitable Rooms: Each habitable room must have a sufficient floor area and ceiling height to permit normal activities by the occupants and must meet requirements set forth below for heating and electrical facilities, natural light and ventilation. (A bathroom--any room containing an unenclosed toilet or bathing facilities--is not a habitable room.)
 - Each habitable room must contain a minimum of seventy (70) square feet of floor area and have a clear height of six (6) feet six (6) inches or more in at least thirty-five (35) square feet of the ceiling area. There shall be no impediments to normal movement patterns or adequate air circulation.
- o Bedrooms: Each bedroom must be a habitable room that can be closed off from all other rooms and that does not contain kitchen facilities (except where the space for kitchen facilities and their use does not occupy the dominant portion of the room).
- o Occupancy: The minimum number of bedrooms a unit must have for occupancy by households of various sizes is as follows:

<u>No. of Persons Occupying the Unit</u>	<u>No. of Bedrooms Required</u>
1 or 2 persons	1
3 or 4 persons	2
4 or 6 persons	3
7 or more persons	4

- o Living Room: A unit occupied by more than two persons must have one habitable room in addition to the kitchen and bedrooms to serve as a general living area.
- Following the evaluation of a unit, the HAO will compare the number of habitable rooms and bedrooms as defined above (without regard to the present or past use of these rooms) with the number of persons occupying the unit to determine whether the occupancy standard is met. The HAO will make no effort to monitor the actual assignment of household members to rooms.

05 - Facilities

To be certifiable for the allowance program a unit must have the following minimum facilities:

- o Toilet and bath facilities: A housing unit must contain a separate and private room (or rooms) in which the following are present and in working order: (1) toilet, (2) wash basin with hot and cold running water, (3) bath tub or shower with hot and cold running water. For a rooming unit these facilities must be provided within the same building, reasonably accessible to and available for use by the occupants, and not normally shared by more than eight (8) persons, including the occupants of the rooming unit.
- o Kitchen facilities: A housing unit must contain a kitchen in which the following are present and in working order: (1) cooking stove or range, (2) refrigerator, (3) kitchen sink with hot and cold running water. For a rooming unit, a facility regularly serving hot meals or a kitchen meeting the criteria above must be reasonably accessible to the occupants.

- o Heating facilities: A unit must contain heating facilities that are in working condition and capable of providing adequate heat to all rooms in the unit.
 - A heating fixture is required in every bathroom and habitable room unless the capacity of a fixture in one location is clearly capable of heating more than one surrounding room.
 - Portable electric room heaters may not serve as primary sources of heat. Unvented room heaters that burn gas, oil or other flammable liquids are not acceptable as heating facilities.

- o Electrical facilities: Electrical facilities must be present and in working order in each habitable room and the bathroom as required for the provision of adequate artificial lighting and the operation of necessary household appliances.
 - The kitchen must have two separate electric convenience outlets or one electric convenience outlet and one ceiling or wall electric light fixture with a safe switching device.
 - The bathroom must have at least one electric convenience outlet or one ceiling or wall light fixture with a safe switching device.
 - All other habitable rooms must have at least one electric convenience outlet.

06 - Natural Light and Ventilation

To be certifiable for the allowance program, a unit must meet the following minimum standards:

- o Natural Light: Natural illumination of each habitable room except for the kitchen during daylight hours must be strong enough to permit normal domestic activities without artificial lighting.
 - Each habitable room except for the kitchen must have at least one window facing directly outdoors (or to a sun porch).

- o Ventilation: The bathroom and each habitable room must have at least one operable window or other source that provides the equivalent ventilation.

07 - Hazardous Conditions

To be certifiable for the allowance program, a unit must be free of conditions that endanger the health and safety of the occupants related to the following elements of the property:

- o Exterior property area
 - Sanitation and storage.
 - Grading and drainage.
 - Trees and plant materials.
 - Accessory structures or fences.
- o Exterior of the building
 - Foundations.
 - Walls and exterior surfaces.
 - Roofs.
 - Stairs, porches and railings.
 - Windows.
 - Doors and hatchways.
- o Interior of the unit and public spaces in the building
 - Means of ingress/egress.
 - Sanitation and storage.
 - Walls.
 - Ceilings.
 - Floors.
 - Stairs and railings.
 - Toilet and bath facilities.
 - Kitchen facilities.
 - Heating facilities.
 - Electrical facilities.
 - Water heater.

Plumbing system.

Heating system.

Electrical system.

In properties where children under seven years of age are to be residents during the period when allowance payments are received, conditions endangering the health and safety of the occupants include the existence of any cracking, scaling, chipping, peeling, or loose paint, which may have dangerous lead content, on any applicable surfaces. Applicable surfaces include all interior surfaces and those exterior surfaces such as stairs, decks, porches, railings, windows and doors which are readily accessible to children under seven years of age.

CHAPTER 2.00 PROGRAM STANDARDS

2.08 - LEASE REQUIREMENTS FOR RENTERS

01 - Lease Requirement

A standard "Lease Agreement" form (specified below), which has been signed by the head of the household and the landlord or his designated agent and approved by the HAO, must be in force at all times when a renter household is receiving housing allowance payments. This form may be: (1) used by itself; (2) attached as a part of an existing lease; or (3) used as the basis for a new lease with additional terms added, as the parties may choose.

This form must be signed, submitted to the HAO and approved by the HAO prior to the issuance of an enrolled household's first housing allowance payment. For payments to continue uninterrupted, a new copy of this form must be signed, submitted and approved: (1) prior to the time the household moves into any other rental unit; and (2) within two weeks after the parties have made any amendments to the amount of the rent and/or the responsibility for utilities. The household must also notify the HAO within two weeks after an existing agreement in this form has been terminated.

02 - Text of "Lease Agreement"

(See the following pages).

LEASE AGREEMENT

1. LEASE OF PROPERTY

A. Description of Property: The Landlord has agreed to lease to the Tenant the property located at _____.

B. Rent: \$ _____ per month payable on _____ day of each month, in advance.

C. Utilities: It is agreed that the following defines responsibility for utility payments. Utilities paid for by the landlord are checked in boxes marked *Landlord* below. Utilities paid for by the tenant *in addition to* the rental amount stated in paragraph 1.B. above, are checked in boxes marked *Tenant* below. (If tenant and landlord share the expense for any item, both columns are checked.)

	Landlord	Tenant
Who is required to pay for lighting?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for fuel for cooking?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for heat?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for fuel for hot water?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for water?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for sewage costs?	<input type="checkbox"/>	<input type="checkbox"/>
List any other housing expenses and who is required to pay for them:		
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

D. Term of Lease Agreement: This lease agreement begins on _____ and ends on _____. (PERIOD MUST COVER AT LEAST ONE YEAR.)

OPTIONAL PROVISION - APPLIES ONLY IF "YES" CHECKED BELOW

YES

The Landlord and Tenant agree that this agreement may be terminated upon thirty (30) days advance written notice by either party.

E. Additional Provisions: Any additional provisions on which the Landlord and the Tenant agree shall be attached to this Agreement. If the Landlord and the Tenant have an existing written lease, such lease shall be attached to this Agreement.

2. PROVISIONS REQUIRED BY THE HOUSING ALLOWANCE PROGRAM. The following provisions are agreed to by the Tenant and the Landlord and shall apply so long as the Tenant is a participant in the Brown County Housing Allowance Program:

A. Notice to Vacate: The Landlord may evict the Tenant under the requirements of local law, but he must obtain prior authorization from the Housing Allowance Office of Brown County, Inc. (HAO). The Landlord shall give written notice of the proposed eviction simultaneously to the Tenant and the HAO stating the grounds, giving the Tenant at least ten (10) days to respond, and stating that the Tenant may present his objections to the HAO. The HAO shall review the Landlord's statement of the grounds, and the Tenant's objections, if any, and shall authorize the eviction unless it finds on the basis of these submissions the grounds to be clearly insufficient under the lease. The HAO shall notify the Landlord and the Tenant of its determination within twenty (20) days of its receipt of the notice from the Landlord. (This provision relates solely to participation in the Housing Allowance Program and shall not in any way affect the rights and remedies of the Landlord and Tenant under Wisconsin law.)

B. Termination by Tenant: In addition to any other rights of termination which the Tenant may have under Wisconsin law and this Agreement, if the Tenant receives notification from the HAO that the premises do not meet HAO housing standards, and the repairs required

to meet such standards are the responsibility of the Landlord, the Tenant may give the Landlord, together with a copy of the notification from the HAO, written notice of his intention to terminate this Agreement: (a) thirty (30) days after his written notice to the Landlord, if the Landlord has not yet initiated the required repairs; or (b) sixty (60) days after his written notice to the Landlord, if the Landlord has not yet completed the required repairs. Either or both of these time periods may be extended if agreed to by the HAO on showing of good cause.

C. Responsibility for Rent: The Tenant is the party solely responsible for payment of rent. Neither the HAO nor the Federal Government nor any other person or entity has assumed any obligation for payment of rent or the meeting of any other Tenant obligations.

D. Prohibition of Discrimination: The Landlord shall not discriminate against the Tenant in the provision of services, or in any other manner, on the grounds of race, color, creed, religion, sex, or national origin.

E. Certification Concerning Previous Occupant: The Landlord certifies that the premises described in paragraph 1.A. above (CHECK ONE OF THE FOLLOWING):

- Are presently vacant and were vacant prior to the execution of this Agreement
- Are presently occupied by the Tenant and were occupied by the Tenant prior to the execution of this Agreement.
- Were previously occupied by persons other than the Tenant but were vacated as result of (1) a voluntary decision of such persons, or (2) action of the Landlord for cause, or (3) reasons clearly unrelated to the proposed leasing to the Tenant, as follows: _____

3. EFFECT OF THIS AGREEMENT. This Agreement shall be considered an integral part of any Lease or other additional terms attached hereto. To the extent there is any inconsistency between this Agreement and any such attached Lease or additional terms, the terms of this Agreement shall be controlling.

LANDLORD OR AGENT

TENANT

(Signature(s))

(Signature(s))

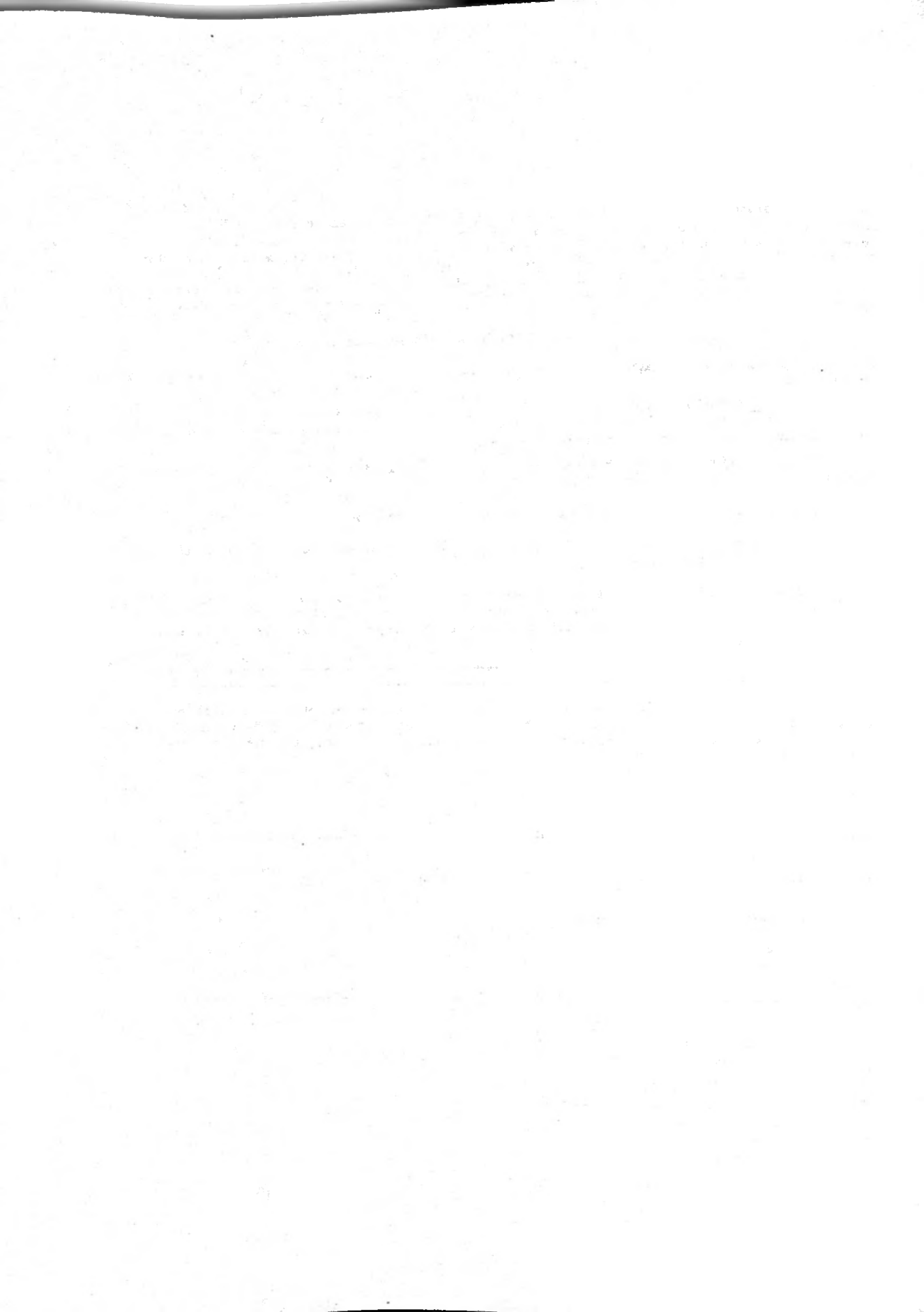
(Landlord's Address)

(Date)

(Date)

If the Landlord is represented by an agent, please indicate the owner's name and address.

Name: _____
Address: _____



CHAPTER 2.00 - PROGRAM STANDARDS

2.09 - STANDARD HOUSING EXPENSES AND THE
STANDARD COST OF ADEQUATE HOUSING01 - Introduction

Program standards for determining client allowance entitlement (Section 2.02.04) require that schedules for standard housing expenses and the standard cost of adequate housing be established and regularly updated to reflect cost changes in the program area. Such schedules have been established and updated with HUD approval in the past. This section defines methods for updating the schedules which shall be employed subsequent to July 1, 1979.

The HAO shall collect information on cost changes and prepare a submission to HUD as defined in this section at least annually. The submissions shall be forwarded to HUD at least 60 days prior to the earliest date the HAO proposes to implement any portion of the revised schedules. The HAO shall implement the revised schedules for standard housing expenses on the dates proposed unless HUD disapproves the proposal in writing within 30 days of its receipt of the submission. HUD may disapprove only on the grounds that the HAO submission has not properly followed the methodology specified in this section--grounds for disapproval are to be stated in writing. HUD approval of the proposed schedule for the standard cost of adequate housing shall occur as specified in the Annual Contributions Contract.

02 - Standard Housing Expenses - General

For renters, standard costs shall be established separately for fuel consumption (for lighting and appliances, cooking, water heating, and space heating functions) and for utilities (water and sewer service). Standard garbage collection costs shall be established only for those jurisdictions in which this service is not covered by property taxes.

The appropriate standard costs for all of these items not covered within the contract rent are added to the actual contract rent to determine total housing expenses for rental households.

For homeowners, standard costs shall include amounts for fuel, utilities, and garbage collection (the same standards as for renters as defined above) plus standard costs for insurance and home maintenance. The standard costs for all of these items shall be added to the actual amounts of interest paid on loans secured by the house, and property taxes, to determine total housing expenses for homeowner households.

03 - Standard Fuel Costs for a Typical Household

In preparing the submission, the HAO shall collect local fuel price information as necessary to determine average prices essentially in the form shown in Exhibit 1, applicable as of the date of the submission.

The average price schedules for electricity and natural gas shall be the appropriate "All Year Urban Residential" (R₉-1) schedules of the Wisconsin Public Service Corporation for Brown County, Wisconsin. The average price for fuel oil shall be the average of actual residential prices, as delivered, of at least five suppliers in Brown County, Wisconsin.

Standard costs for a typical household shall be determined following the order of Exhibit 2:

1. Revised price schedules (in the form of Exhibit 1) are applied to standard consumption norms in Block A of Exhibit 2 to yield estimates of total costs per household per month for each function for each fuel when that fuel is used for that function. The results are presented in the form of Block B, Exhibit 2.
2. A weighted average cost for each function is determined using the weights in Block C, Exhibit 2. The results, the standard costs for a typical household, are entered in Row A of Exhibit 4.

Exhibit 1

AVERAGE FUEL PRICES AS OF: JANUARY 1979

<u>Electricity</u>	
Annual Minimum (\$)	48.60
Fixed Monthly Charge (\$)	2.75
Monthly Meter Rate (\$/kwh):	
Average of winter and summer rates for all kwh	.041460
Surcharges	4.0% State Sales Tax
<u>Natural Gas</u>	
Fixed Monthly Charge (\$)	2.00
Monthly Meter Rate (\$/therm):	
First 200 therms	.24997
Over 200 therms	.26997
Surcharges	4.0% State Sales Tax
<u>Fuel Oil</u>	
Residential Rate for #2 Fuel Oil per gallon delivered (\$/gallon)	.49757
Surcharges	4.0% State Sales Tax

Exhibit 2

CALCULATIONS TO DETERMINE STANDARD FUEL COSTS FOR
TYPICAL HOUSEHOLD AS OF: JANUARY 1979

	Elec- tricity	Natural Gas	Fuel Oil
A. <u>UNITS CONSUMED PER MO. WHEN INDICATED FUEL IS USED</u> (Electricity in kwh, Gas in therms, Oil in gallons)			
Lighting and appliances	377	-	-
Cooking	100	8	-
Water Heating	380	24	-
Space Heating	1915	126	108
B. <u>COST PER MONTH WHEN INDICATED FUEL IS USED (\$)</u>			
Lighting and appliances	19.12	-	-
Cooking	4.31	4.16	-
Water Heating	16.39	6.24	-
Space Heating	82.57	32.76	55.89
C. <u>WEIGHTING FACTORS (%)</u>			
Lighting and appliances	100	-	-
Cooking	45	55	-
Water Heating	16	84	-
Space Heating	0	76	24

04 - Standard Utility Costs for a Typical Household

The HAO shall also collect information on the price of water and sewer service for different jurisdictions in Brown County applicable as of the date of submission. Monthly prices are determined for each of the jurisdictions shown in Exhibit 3, assuming an average use of 6,667 gallons per household per month. A weighted average cost for each of these utilities is then determined using the weights in Column 3 of Exhibit 3. The results, the standard costs for a typical household, are entered in Row A of Exhibit 4.

Exhibit 3

MONTHLY WATER AND SEWER SERVICE COSTS FOR A TYPICAL
HOUSEHOLD IN VARIOUS JURISDICTIONS
AS OF: JANUARY 1979

Civil Division	Monthly Cost (\$)		Weight (%) (3)
	Water (1)	Sewer Service (2)	
City of Green Bay	5.05	8.96	62.17
City of DePere	4.00	9.60	10.20
Town of Allouez	4.83	10.67	10.42
Village of Howard	6.33	13.48	4.15
Village of Ashwaubenon	3.78	7.33	8.57
Village of Pulaski	3.33	3.33	1.26
Town of Bellevue	5.42	10.42	1.47
Village of Denmark	4.69	3.76	1.02
Village of Wrightstown	7.42	5.43	0.74

Standard costs for garbage collection are established only for those jurisdictions in which this service is not covered by property tax payments. The HAO shall obtain information on the average cost per household per month (assuming one pick-up per household per week) from each such jurisdiction, applicable as of the date of the submission. These costs are entered in the space provided at the bottom of Exhibit 4.

05 - Standard Fuel and Utility Costs for Households
of Different Sizes

Standard fuel costs for households of different sizes shall be determined from the standard costs for a typical household using the following formula:

$$C_n = C_t \frac{1 + rm}{1 + rt}$$

- where: C_n = standard cost for household size n
 C_t = standard cost for a typical household (Row A, Exhibit 4)
 r = slope-intercept ratio specified for each function
 m = the average number of rooms occupied by households in size category n
 t = number of rooms occupied by the typical household (5.2)

Slope-intercept ratios (r) are 0.18 for lighting and appliances, cooking and water heating, and 0.30 for space heating. The HAO shall determine the actual average number of rooms occupied by all allowance recipients in each household size category (m) prior to each submission.

Standard water and sewer utility costs for households of different sizes shall be determined as follows:

$$C_n = C_t \frac{n}{t}$$

- where: C_n = standard cost for household size n
 C_t = standard cost for a typical household (Row A, Exhibit 4)
 n = number of persons in the household size standard being determined
 t = number of persons in a typical household (3.7)

The actual standard for any household size category shall be the highest of the following amounts: (1) \$3.00 for water use and \$4.00 for sewer service; (2) the minimum monthly charge per household as shown in Exhibit 3; or (3) the amount determined by the above formula.

Exhibit 4

STANDARD MONTHLY FUEL AND UTILITY COSTS FOR ALLOWANCE PROGRAM PARTICIPANTS (\$) AS OF: JANUARY 1979

Number of Persons (1)	Ave. No. of Rooms (2)	Standard Costs							Total (9)
		Illumination (3)	Cooking (4)	Water Heat. (5)	Space Heat. (6)	Water (7)	Sewer Service (8)		
A. STANDARD COSTS FOR A TYPICAL HOUSEHOLD									
	5.2	19.12	4.23	7.86	38.31	4.86	9.12	83.50	
B. STANDARD COSTS FOR HOUSEHOLDS OF DIFFERENT SIZES									
1 person	3.88	16.77	3.71	6.90	32.38	3.00	4.00	66.76	
2 persons	4.51	17.89	3.96	7.36	35.21	3.00	4.94	72.36	
3 persons	4.94	18.66	4.13	7.67	37.14	3.93	7.41	78.94	
4 persons	5.20	19.12	4.23	7.86	38.31	5.24	9.88	84.64	
5 persons	6.29	21.06	4.66	8.66	43.20	6.55	12.35	96.48	
6 persons	6.30	21.08	4.66	8.66	43.25	7.86	14.82	100.33	
7 persons	7.33	22.91	5.07	9.42	47.87	9.17	17.29	111.73	
8 persons	7.53	23.26	5.15	9.56	48.77	10.48	19.76	116.98	
9 persons	8.00	24.10	5.33	9.91	50.88	11.79	22.23	124.24	
10 persons	8.50	24.99	5.53	10.27	53.13	13.10	24.70	131.72	
11 persons	9.00	25.88	5.73	10.64	55.37	14.41	27.17	139.20	

- The standard garbage collection cost is added only in jurisdictions where the service is not covered under property taxes. Current monthly costs for households of all sizes include: \$4.05 in Village of Howard.
- The standard Monthly Homeowner Maintenance cost is \$15.00.

The resulting standard fuel and utility costs for each household size up through eleven persons shall be entered in Block B of Exhibit 4. Standards for larger households shall be determined individually using the methods specified above.

06 - Standard Homeowner Insurance Costs

Standard insurance costs for homeowner participants shall be in accord with Form HO-2 of the Basic Premium Charts (full coverage for frame buildings, assuming a flat \$100 deductible) for the state of Wisconsin, applicable as of the date of the submission. In applying the charts, the HAO shall determine the Fire Protection Class of the jurisdiction in which an individual home is located and shall consider the equalized assessed value of the home as the amount of the coverage.

07 - Standard Homeowner Maintenance Costs

The HUD-approved standard monthly homeowner maintenance cost for allowance program participants as of January 1979 was \$15.00. Future increases in this standard shall be proportional to increases in the Residential Rent component of the Consumer Price Index for the North Central Region determined by the Bureau of Labor Statistics (see Section 2.09.11). Specifically:

$$M_c = \$15.00 \frac{i_c}{i_{12/78}}$$

where: M_c = revised standard monthly homeowner maintenance cost (\$) to be implemented

i_c = value of the Residential Rent index as of the month prior to the proposed implementation

$i_{12/78}$ = comparable value of the Residential Rent index as of December 1978

08 - The Standard Cost of Adequate Housing: Definition

The standard cost of adequate housing (R^x) is defined for each participating household as the typical annual cost in the local housing market of a housing unit in a modest neighborhood whose size, equipment,

and facilities are adequate for household needs, and which is maintained in good condition.

Standards of adequate housing are described in Section 2.07. Living space requirements vary with size of household as there indicated, so that the standard cost of adequate housing varies with household size.

Elements of the standard cost of adequate housing are: (1) a rate of return on the capital value of the property in the current market that is competitive with alternative investments of like risk; (2) real estate taxes and insurance; (3) management and operating costs, including the costs of heating and cooking fuel, illumination and power for electrical appliances, water and sewer services, and trash collection; (4) reasonable annualized costs for maintenance and repairs needed to keep the property in good condition.

These costs are not limited to current out-of-pocket expenditures by the owner; they include return on owner's equity and the value of owner's labor. For equivalent housing services, standard costs are, therefore, assumed to be the same for rental and owner-occupied housing.

09 - Adjustments to the Initial Schedule Approach

An initial schedule of standard costs by size of household in Brown County was estimated from local data on gross rents for rental housing units that generally meet program standards with respect to space, equipment, facilities and condition, as of September 1973. The schedule has been adjusted regularly since then to reflect cost increases as determined from local surveys. The procedure employed to determine further adjustments involves four steps:

1. Estimate increases in tenant-paid fuel and utility costs from January 1977 through the base date for the calculations in the submission, (t_c), using estimates of total fuel and utility costs as of t_c derived from Row A of Exhibit 4.
2. Estimate the increase in contract rent from January 1977 through t_c , based on the Bureau of Labor Statistics index for contract rent.

3. Estimate increases in gross rent from January 1977 through t_c by applying the results from Steps 1 and 2 above to appropriate base data for January 1977. Extrapolate to derive estimates of increases in gross rent from January 1977 through t_i , the date proposed for the implementation of the adjustment to the schedule.
4. Apply the estimates for the January 1977- t_i period to previous estimates for the September 1973-January 1977 period to derive estimated increases in gross rent from September 1973 through t_i . Apply these estimates to the September 1973 R^* schedule to derive comparable values for t_i . Round to the nearest \$5 to yield the proposed R^* schedule to be implemented as of t_i .

10 - Increases in Tenant-Paid Fuel and Utility Costs

For this estimate, it is assumed that percentage increases in tenant-paid fuel and utility costs will be the same as for total household fuel and utility costs. The estimates in Block B of Exhibit 4 are not suitable for this purpose, however, since they are based on actual space consumption patterns of allowance program recipients rather than the patterns implied by program standards. Comparable estimates which are based on program occupancy standards must, therefore, be derived from the data in Row A of Exhibit 4. Formulas specified in Section 2.09.05 are used assuming the occupancy relationships specified in Columns 1 and 2 of Exhibit 5. Results are entered in Columns 3 through 8 of Exhibit 5, and totals are entered in Column 9.

The procedure for estimating increases over the January 1977 base date is as follows:

1. Enter values for total fuel and utility costs as of t_c from Column 9 of Exhibit 5 in Column 3 of Exhibit 6.
2. Determine the percentage increases of the amounts in Column 3 of Exhibit 6 over the comparable January 1977 amounts (Column 2). Enter the results in Column 4 of Exhibit 6.
3. Use the factors in Column 4 to inflate the January 1977 base value for tenant-paid fuel and utility costs (Column 5). The

Exhibit 5

TOTAL MONTHLY FUEL AND UTILITY COSTS ASSUMING ALLOWANCE
PROGRAM OCCUPANCY STANDARDS AS OF: JANUARY 1979

Number of Persons (1)	Number of Rooms (2)	Costs (\$ Per Month)						Total (9)
		Illumina- tion (3)	Cooking (4)	Water Heat (5)	Space Heat (6)	Water (7)	Sewer Service (8)	
1	1-2	13.43	2.97	5.52	23.94	1.81	2.47	50.14
2	1-3	15.21	3.37	6.25	28.43	2.62	4.94	60.82
3-4	4	16.99	3.76	6.98	32.92	4.59	8.64	73.88
5-6	5	18.77	4.15	7.71	37.41	7.21	13.58	88.83
7+	6	20.54	4.55	8.45	41.90	9.83	18.52	103.79

NOTE: For calculations in this Exhibit, occupancy of 2 rooms is assumed for 1 person households and 3 rooms for 2 person households. 3.5 persons is used to represent the 3-4 person range, 5.5 persons to represent the 5-6 person range and 7.5 persons to represent the 7+ group. Amounts for water and sewer service are the higher of the following: (1) the minimum monthly charge per household as shown in Exhibit 3; (2) the amount determined by the formula in Section 2.09.05.

results--tenant-paid fuel and utility costs as of t_c --are entered in Column 6 of Exhibit 6.

11 - Increases in Contract Rent and Gross Rent

To determine the percentage increase in contract rent over the period from January 1977 to t_c , the HAO shall obtain values of the Residential Rent component of the Consumer Price Index for the North Central Region (Urban Wage Earners) from the Bureau of Labor Statistics (as published in Bureau of Labor Statistics, U.S. Department of Labor, *CPI Detailed Reports*). The percentage increase in the index shall be computed over the period from January 1977 through t_c and entered in Column 2 of Exhibit 7 for all size categories. If the index value for t_c is not yet available at the time of the submission, the calculation may be made using the index values for the beginning and end points of the most recent period of the same length for which data are available. For example, the increase over the period from December 1976 through December 1979 could be used to represent the period from January 1977 through January 1980. The percentage increase in Column 2 of Exhibit 7 is then applied to the January 1977 base values for contract rent in Column 3, to yield the comparable amounts for t_c . These amounts are entered in Column 4 of Exhibit 7.

Gross rent as of t_c for each size category is the sum of tenant-paid fuel and utility costs (Column 6 of Exhibit 6) and contract rent (Column 4 of Exhibit 7). The updated gross rents are entered in Column 6 of Exhibit 7. A comparison of these amounts with January 1977 base values for gross rent (Column 5) yields the percentage increase in gross rents for each category from January 1977 through t_c (to be entered in Column 7 of Exhibit 7).

12 - The Adjusted Schedule

Comparable percentage increases in gross rent from January 1977 through t_i are then calculated and entered in Column 4 of Exhibit 8. These percentages are calculated by extrapolation from those in Column 7 of Exhibit 7.

Exhibit 6

ESTIMATED INFLATION IN AVERAGE FUEL AND UTILITY COSTS, BY SIZE OF UNIT
 DATES: JANUARY 1977 - JANUARY 1979
 (\$/Month)

Number of Rooms (1)	Total Fuel & Utility Costs (HAO Estimates)			Tenant-Paid Fuel and Utility Costs	
	1/77 (2)	$t_c =$ 1/79 (3)	Percent Change 1/77- t_c (4) ^c	1/77 (HASE Survey) (5)	Estimate ($t_c =$ 1/79) (6)
1 or 2	44.53	50.14	12.60	9.00	10.13
3	51.95	60.82	17.07	13.00	15.22
4	62.49	73.88	18.23	32.00	37.83
5	74.41	88.83	19.38	49.00	58.50
6+	86.32	103.79	20.24	72.00	86.57

Exhibit 7

ESTIMATED INFLATION IN AVERAGE CONTRACT RENT AND GROSS RENT, BY SIZE OF UNIT
 DATES: JANUARY 1977 - JANUARY 1979
 (\$/Month)

Number of Rooms (1)	Contract Rent			Gross Rent		
	Percent Change BLS (2)	1/77 (HASE Survey) (3)	Estimate $t_c =$ 1/79 (4)	1/77 (HASE Survey) (5)	Estimate $t_c =$ 1/79 (6)	Percent Change (7)
1 or 2	14.57	123.00	140.92	132.00	151.05	14.43
3	14.57	130.00	148.94	143.00	164.16	14.80
4	14.57	141.00	161.54	173.00	199.37	15.24
5	14.57	133.00	152.38	182.00	210.88	15.87
6+	14.57	132.00	151.23	204.00	237.80	16.57

Values of Bureau of Labor Statistics Residential Rent Index:
 Base date (12/76) = 94.0; Calculation date (12/78) = 107.7

Applying the increases in Column 4 of Exhibit 8 to those in Column 3 yields the total estimated percentage increases in gross rents for each category from September 1973 through t_i . These are entered in Column 5. The September 1973 R^* Schedule (Column 6) is then inflated by these factors to yield comparable values for t_i (Column 7). The adjusted schedule to be implemented at t_i (Column 8) consists of the values in Column 7 rounded to the nearest \$5.

Exhibit 8

RECOMMENDED CHANGES IN R^* TO COMPENSATE FOR RENT INFLATION
 DATES: SEPTEMBER 1973 - APRIL 1979

Number of Persons (1)	Number of Rooms (2)	Increase in Gross Rent (%)			R^* Schedule (\$/Month)		
		9/73- 1/77 (3)	1/77- $t_{i,t}$ (4/79) (4)	9/73- $t_{i,t}$ (4/79) (5)	Realigned 9/73 (6)	Calculated $t_{i,t}$ (4/79) (7)	Proposed $t_{i,t}$ (4/79) (8)
1	1-2	19.52	16.23	38.92	110	153	155
2	1-3	19.46	16.65	39.35	130	181	180
3-4	4	21.25	17.15	42.05	155	220	220
5-6	5	26.97	17.85	49.64	170	254	255
7-8	6	31.30	18.64	55.77	180	280	280
9+	6	31.30	18.64	55.77	205	319	320

CHAPTER 3.00 - ORGANIZATION AND RELATIONSHIPS

3.01 - GENERAL DESCRIPTION

01 - The Housing Allowance Office and Funding Arrangements

The Housing Allowance Office of Brown County, Inc. (HAO) is a private nonprofit corporation which was incorporated in the state of Wisconsin on October 19, 1973, and is responsible for the administration of the housing allowance program in Brown County, Wisconsin.

The administrative costs of the housing allowance program are funded under Section 23 of the U. S. Housing Act of 1937, as amended (the leased public housing program).

HUD is authorized to provide Section 23 funding only to a public agency such as a local housing authority--not directly to the HAO. HUD, therefore, has funded the program by entering into an Annual Contributions Contract (ACC) with the Brown County Housing Authority (BCHA). The HAO and the BCHA have entered into an agreement delegating BCHA powers to the HAO and defining the relationship between the two entities and the responsibilities of each for the operation of the allowance program. This agreement allows the HAO to receive funds provided to the BCHA for the program's operation and to administer the program, including the disbursement of those funds. The BCHA retains major policymaking functions, as they relate to the allowance program.

02 - The HAO Board of Trustees

The By-Laws of the Housing Allowance Office describe the structure and powers of the HAO Board of Trustees. The Board is generally charged with the responsibility of managing the affairs of the HAO. During the experimental phase of program operations in Brown County, HAO Trustees were selected by The Rand Corporation. Since July 1, 1979, new Trustees are added to the Board on the basis of a vote of all current Trustees.

The Board of Trustees reviews information on the operation of the program in relation to its objectives and BCHA and HUD policy guidelines, and meets periodically as may be appropriate to review and reach decisions on issues requiring Board attention.

03 - The HAO Director

The HAO Director reports directly to the HAO Board of Trustees and is responsible to the Board for all aspects of implementing and managing the operations of the housing allowance program. This includes: (1) maintaining an adequate and properly trained staff; (2) ensuring that the HAO functions efficiently and in conformance with the HAO Handbook and HAO financial and budgetary plans; (3) formulating and recommending changes to HAO policies, rules and procedures as may be appropriate; and (4) officially representing the HAO before governmental agencies, community organizations, the news media and others with whom the HAO may interact.

04 - Organizational Structure

The HAO Director is charged with designing and implementing an effective organizational structure for the HAO. The organizational structure may vary from time to time to account for differences in workload volumes and functional responsibilities. However, it shall at all times be designed to support the most effective performance of basic allowance program functions (see Section 2.01) and to be in accord with principles of sound management and organizational practice.

CHAPTER 3.00 - ORGANIZATION AND RELATIONSHIPS

3.02 - ASSIGNMENT DESCRIPTIONS

01 - Introduction

This section contains descriptions of the major technical assignments which must be performed for the successful operation of the allowance program. An individual employee (or consultant) may be responsible for performing a part of one, one, or more than one, of these assignments at any time. Assignments are made to individuals according to HAO general personnel policy. Since their job duties may change frequently and be more varied, standardized descriptions are not required in the Handbook for managerial/supervisory assignments.

02 - Operations Analyst

Performs responsible work evaluating and developing improved operating and managerial procedures and practices. Coordinates procedures, development, and revisions of activities of personnel engaged in internal operations of HAO departmental units. Analyzes problems in terms of management information requirements, and formulates guiding policies and procedures for short- and long-term comprehensive operational audit and analysis activities. Performs overall reviews of HAO operations for financial compliance, maintenance of internal control, and economy, efficiency, and accomplishment of program results. Prepares written technical reports for management, and recommends solutions to problems in management procedures affecting program implementation. Writes operational review reports to evaluate the effectiveness of policies and procedures implementation.

03 - Public Information Officer

Has authority and responsibility for the planning and conducting of a broad external public relations program for the allowance program including

supervision of a small technical program staff. Guides and monitors the public information aspects of the allowance program. Is an advisor to the Director in the establishment of HAO public information policy as well as an implementer of that policy.

04 - Personnel Officer

Responsible for personnel management activities, and fringe benefit administration. Maintains complete personnel files and records of pertinent personnel information on all employees. Maintains complete pay records. Assists the implementation of a comprehensive personnel program for professional and nonprofessional employees under the auspices of the HAO.

05 - Accountant

Under general administrative direction applies standard accounting techniques within a framework of established procedures to assist in the efficient maintenance of the HAO. Analyzes, develops and maintains financial records for the HAO. Develops and installs procedures related to cost accounting for the HAO. Interprets fiscal impact of programs on the agency's operations. Verifies and enters details of transactions, summarizes details on separate ledger, balances books and compiles reports.

06 - Information Services Specialist

Coordinates and maintains the central records and data entry activities of the HAO. Carries out functional requirements, such as forms control, designing computer system test data, coordination of error correction and systems maintenance.

07 - Information Services Data Processing Technician

Operates keypunch machines to transcribe data from source material onto processing media. Operates either data punching or verifying modes. Loads the machine with decks of punch cards and uses reasonable caution to ensure the security and confidentiality of data. Performs related work as required and is under direction of Information Services Supervisor and Information Services Specialist.

08 - Records Technician

Maintains manual filing systems. Responsible for inserting and removing source documents and maintaining related records and controls. Is responsible for security and confidentiality of all files and records.

09 - Client Services Specialist

Performs those duties essential to the enrollment and other eligibility recertification functions. Assists in carrying out functional segments of the overall Client Services program.

10 - Client Services Technician

Provides technical and clerical support to professional staff in Client Services functions. Processes preliminary applications, sends form letters to program participants, and prepares enrollment appointment schedule. Performs related technical and clerical tasks as required.

11 - Housing Information Specialist

Develops and conducts program information sessions to provide clients with adequate information to deal effectively in the housing market. Provides program information, local housing market information, relative data regarding housing conditions and standards, information on tenant-landlord relations, and information on homeownership program and owner responsibilities.

12 - Certification Specialist

Performs specialized administrative tasks related to verification, manual checking of data provided by program clients, and processing client payment documents.

13 - Housing Evaluation Specialist

Performs the evaluation of housing units to determine whether they meet minimum program standards. Performs related work as required.

14 - Housing Evaluation Technician

Provides technical and clerical support to professional staff in the Housing Evaluation function. Maintains Housing Unit Evaluation Control Log, operates Housing Evaluation message center, and sends client notification letters and deficiency lists. Performs related technical and clerical tasks as required.

15 - Secretary

Assists a manager, supervisor, or program head in carrying out program responsibilities by utilizing general office, clerical, typing and stenographic skills. Performs related work as required, including support services. May be assigned specific responsibility for the workload generated by any one or more sections within the HAO.

CHAPTER 4.00 - GENERAL ADMINISTRATION

4.01 - PURCHASING, CONTRACTING, AND PROPERTY CONTROL

01 - General Purchasing Policy

HAO purchasing and contracting procedures are designed to conform to the requirements of the Annual Contributions Contract (ACC) for the allowance program and other relevant federal, state and local requirements. The procedures shall be carried out in accordance with the following principles:

- o Goods and services shall be acquired in such a manner as to effectively meet HAO needs in relation to quality, quantity and the timing and method of delivery.
- o Care shall be taken to assure that needed goods and services are acquired with the minimum expenditure of public funds.
- o All negotiations with suppliers and other procedures relating to the acquisition of goods and services shall be conducted in an ethical and businesslike fashion that contributes to the proper public image of the HAO in the local community.

02 - Requests for Purchase or Contract

Requests for purchase or contract are prepared and approved in one of two ways, depending on whether the value of the goods or services requested is less than \$500 or more.

To obtain goods or services which have a total value of less than \$500, an HAO staff member prepares a requisition. If approved by his supervisor, the original of the form is submitted to the Director's designee who then reviews the form and determines the costs of the items requested and enters them on the form. His signature approving the purchase indicates that he has verified the need for items and that they are in conformance to the budget.

To obtain facilities, goods or services the total value of which is \$500 or more, a Contract Plan must be prepared by an HAO staff member at the supervisory level or above. The contract plan must include:

- o Description of the facilities, goods or services requested.
- o Documentation as to the need for the item.
- o Demonstration of budget conformance (i.e., that the item is either explicitly identified in the approved budget or clearly a part of a category of expenditures approved in the budget, and that the proposed expenditure will not exceed the amount approved for the item or category).
- o Proposed form of contract and method of procurement including the anticipated schedule for major events in the contracting/delivery process.

Such Contract Plans must be approved at higher levels within the HAO before final commitments can be executed.

- o All Contract Plans must be approved by the HAO Director.
- o Where the total value is \$10,000 or more, the Board of Trustees must also concur.

Where a Requisition or Contract Plan is for an expenditure that is not in conformance with the budget as described above, special justification relating to necessary budget adjustments is required. In addition, the request must be approved by the Board of Trustees where the value is \$500 or more.

03 - Instruments for Purchase or Contract

Procedures and requirements for procurement vary depending on the instrument that has been selected for purchase or contract. Aside from Petty Cash transaction (discussed in Section 4.03) the major instruments which may be used are as described below:

1. Open Market Purchase is the direct acquisition of goods or services without the solicitation of bids. Usage is limited to items of low value. Purchase should not be completed until a judgment has been made that the price obtained is the most advantageous to the HAO. Open Market Purchases shall be executed on a Purchase Order Form.
2. Purchase Orders are used for materials, equipment, and routine services and where the item being purchased and necessary terms, conditions, and price specifications are so clear, standard and simple, that a more comprehensive contract instrument is not required. Purchase orders are not normally used where the costs are \$2,500 or more.
3. Fixed Priced Contracts involve a firm fixed price (including cost and profit) for each item and/or a total price for the entire procurement. This type of contract is not subject to adjustment for cost experienced by the Contractor. This type is suitable for use in procurements where reasonably definite design or performance specifications are available and whenever fair and reasonable prices can be established at the outset. Fixed Price Contracts are particularly appropriate for the purchase of standard or modified commercial items.
4. Time and Material Contracts provide for the procurement of property or services on the basis of direct labor hours at specified fixed rates (such rates include direct and indirect labor, overhead and profit) and for material and other items at cost; e.g., travel, per diem, special services. This type is used only where it is not possible at the time of placing the contract to estimate the extent or duration of the work or anticipate cost with any degree of confidence. This type of contract requires considerable HAO management control to prevent waste or inefficiency; it is suitable for design and development contracts and repair contracts.
5. Cost Reimbursement Contracts provide for the payment of allowable costs incurred in the performance of the contract to the extent prescribed in the contract. A total cost is established as a ceiling which the Contractor is not to exceed without prior notification or

subsequent ratification by the HAO. Generally, they provide for payment of a fixed fee which will not vary with the actual costs. This type of contract is suitable for use when the uncertainties involved in contract performance are of such magnitude that the cost of performance cannot be estimated with sufficient reasonableness to permit the use of a Fixed Price Contract. The Contractor's accounting and record keeping system must be adequate to properly document the costs. There must be appropriate HAO surveillance during performance to give reasonable assurance that inefficient or wasteful methods are not being used.

6. Professional Services Agreements are agreements between the HAO and an individual or firm or individuals for a particular professional service. Professional Services Agreements may be in the form of Items 3, 4 or 5 above. Legal, accounting and similar professional services, however, may also be obtained pursuant to a more informal written understanding approved by the Chairman of the Board of Trustees.
7. Leases and Rental Agreements are for office space and equipment. Such agreements must: (a) outline terms and other conditions of tenancy; (b) identify rent and the costs and services included; (c) indicate any painting, remodeling or other work to be done; (d) specify a date when the space will be available; and (e) provide for termination and disposition of improvements.
8. Letter-to-Proceed Authorizations and Letter-Contracts are technically not separate contracting methods but are utilized in cases where the bidder or candidate has been selected but program requirements do not allow sufficient time to conclude negotiation and contract execution, prior to the need to begin work. In cases where the accepted candidate is unwilling to proceed under the Letter-to-Proceed Authorization, the issuance of a Letter-Contract may be considered. This type of contract should only be used in cases where a delay would bring major difficulties to some important HAO function. Where Board approval is not required, Letters-to-Proceed and Letter-Contracts must not be sent without prior approval of the Chairman of the Board of Trustees and must be reported by the Chairman to the full Board of Trustees at the next regular meeting.

All such documents must specify at a minimum:

- o The extent of services to be performed by the Contractor with sufficient detail to preclude questions as to the scope of services covered by the contract.
- o The amount of compensation to be paid for the services, including schedule for the timing of payments.
- o All Contractor expenses reimbursable under the contract.
- o The time of performance, indicating the starting date, the sequence for deliverables, and the number of working days covered by the contract.
- o The following provision relating to conflict of interest: "No Commissioner, member, officer or employee of the BCHA or HAO, or member of the Brown County Board of Supervisors shall, during his tenure or for one year thereafter, have any interest, direct or indirect, in this contract or the proceeds thereof."
- o Procedures for the termination of contractual obligations.

04 - Solicitation and Acceptance of Bids and Proposals

For the procurement of goods and services valued at \$500 or more, the HAO shall normally be required (except as provided below) to solicit bids or proposals from at least three suppliers and to award the purchase or contract to the lowest responsible bidder. Written bids or proposals are required where the anticipated value is \$2,500 or more, but oral bids may be solicited if the anticipated value is less than that amount.

Where the requirement is for material, equipment, off-the-shelf supplies and routine services for which firm specifications can be drafted, the normal method is to invite bids and accept the lowest responsible bidder without further negotiation. This approach is best suited for Purchase services, leases, or supplies; where only the objectives or desired requirements are known, the method will most often be to request proposals and negotiate with the lowest price respondent, or in some cases, several or all respondents. This circumstance typically calls for a Cost-Reimbursement or Time and Materials Contract form.

The HAO may proceed with the procurement after the HAO Director has approved the Contract Plan. The Director's approval is again required, however, prior to bid acceptance and contract execution.

The Annual Contributions Contract prescribes four exceptions to the above procedure for soliciting multiple bids and automatic award to the lowest bidder.

- o Public Exigency that requires immediate delivery of performance. This should be a rare occurrence of compelling urgency as when the Government would be seriously injured, financially or otherwise, if the goods or services were not furnished by a certain time.
- o Sole-Source Procurement. Procurement from only one source is permissible when it can be shown that only one acceptable source of supply is available. This includes cases where a high priority is given to the procurement and one source is singularly qualified to meet the objective in the time available by reason of experience and developed capability.
- o Technical or Professional Services. There may be cases in the procurement of technical or professional services where the proficiency and competence of the supplier is unusually important and the selection may be justified on other than price considerations alone.
- o Procurements for less than \$2,500. Although the ACC does not require automatic award to the lowest bidder where the value is less than \$2,500, this will normally be an HAO practice.

The HAO should not make use of these exceptions unless circumstances clearly indicate that standard bidding and award procedures cannot be effectively utilized. In such cases, the grounds for the exception must be clearly documented in the Contract Plan.

05 - Contract Monitoring

For all contracts, the HAO Director will designate a staff member of the section involved as contract monitor. The monitor receives a copy of

the contract and is responsible for the supervision, review and evaluation of the contractor's performance thereunder and is expected to keep his supervisors informed of the status of the work.

06 - Property Control

The HAO Director must assure the effective procurement, distribution, and physical budgetary control of all equipment, property, supplies and service contracts, including administrative close-out of the contracts.

A property control record is maintained for all nonexpendable furniture and equipment purchased or rented for use by the HAO. The control of materials purchased includes (1) the use of numbered property labels keyed to property control cards to identify each item of furniture and equipment used by the HAO, (2) the periodic physical inspection and count of all items, (3) the custodial care of items in inventory to prevent misuse and damage, and (4) the maintenance of locked storage space for property not in use.

07 - Control of HAO Automobiles

The HAO maintains automobiles for use on official business by HAO employees. Automobiles are available based on assignment by the HAO Director's designee, who insures that adequate logs of automobile usage are maintained. Mileage, gas, oil and other maintenance expenses are recorded daily by each automobile user on the Auto Record for the vehicle. A monthly mileage and expense report for each automobile is prepared at the end of each month for audit purposes.

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CHAPTER 4.00 - GENERAL ADMINISTRATION

4.02 - PETTY CASH

01 - The Petty Cash Fund

The HAO Director is authorized to provide on-hand petty cash funds for miscellaneous operating expenses. The fund is maintained on an imprest basis (i.e., funds on hand together with disbursements should equal the established amount of the fund). The day-to-day accountability for the fund and its security are the responsibilities of an officially designated cashier for this purpose. The use of the fund is limited to minor office expenses, including office supplies, local travel, and postage stamps.

02 - Disbursement

All disbursements from the fund must be supported by a completed Petty Cash Receipt, and approved by the supervisor of the section to which the expense is to be charged. The approved receipt is submitted to the cashier for reimbursement to the employee who has incurred the expense, and is signed by the employee to acknowledge receipt of cash. A copy of the receipt is retained by the cashier. When available, supporting cash register slips or other purchase receipts should be attached to the Petty Cash Receipts.

THE UNIVERSITY OF CHICAGO

PHYSICS DEPARTMENT

Dear Sir,
I have the pleasure to inform you that your application for admission to the Ph.D. program in Physics has been reviewed and approved by the department. You are invited to join the department in the fall semester of 1954. Please contact the department office at the University of Chicago for further details regarding admission procedures and financial aid.

Very truly yours,
[Signature]
Department of Physics
University of Chicago
Chicago, Illinois

CHAPTER 4.00 - GENERAL ADMINISTRATION

4.03 - TRAVEL

01 - General Policy

The HAO will pay the cost of all transportation and reimburse other travel expenses incurred by HAO employees required to travel on official HAO business. Projected staff travel requirements are stated in each annual operating budget and are authorized by the Board of Trustees upon its approval of the budget.

02 - Travel Authorization

All HAO staff travel to destinations outside of the HAO jurisdiction must be supported by an approved Travel Authorization. The form is completed and signed by the employee planning to travel and must be approved by the employee's immediate supervisor. In those instances where the immediate supervisor is not the HAO Director, the supervisor forwards the request to the HAO Director for final approval.

Travel authorizations are prepared and submitted to the immediate supervisor. After approval, the original is forwarded first to the staff member who is responsible for making travel arrangements, and then to the staff member who is responsible for the issuance of travel advances.

03 - Cash Advances

Travelers may request cash advances in sufficient amounts to minimize the use of personal funds to finance any portion of authorized travel. The Travel Authorization Form should indicate the amount of cash advance required.

04 - Travel Expense Reimbursement

The HAO provides the traveler with transportation over the shortest traveled route between the points noted on the travel authorization.

Transportation costs may include the cost of less than first class airline accommodations or rail and pullman accommodations if they are determined to be more practical and economical. The use of first class air or pullman accommodations is permitted only when less than first class accommodations are not available.

Deviations from direct routing may be made for personal reasons; however, any increased cost involved must be borne by the traveler. If a loss in working time results, the loss must be charged against the traveler's accrued leave.

05 - Other Allowable Expenses

Reimbursable items include taxi fares, limousine or bus fares, telephone calls, the cost of secretarial services, and similar expenses necessarily incidental to the performance of official business.

Registration fees for meetings, training conferences, seminars, or workshops are also reimbursable if attendance is directly related to the HAO program and has been approved in advance by the HAO Director.

06 - Travel Expense Report

The Travel Expense Report is used to request reimbursement for all expenses incurred in conjunction with duly authorized travel. Expense reports should be completed promptly upon return from business travel to facilitate early settlement. The form must be signed by the traveler, approved by the section supervisor.

07 - Per Diem Allowance

HAO travelers are paid a per diem allowance to cover the cost of meals and lodging. The allowance is for paid travel in excess of six hours duration at the set rate for each six-hour period or fraction thereof. When appropriate, however, necessary and reasonable expenses are reimbursed for travel of less than six hours duration. When the traveler's charge for a room exceeds a set amount, an additional allowance is paid to cover all reasonable and necessary excess hotel charges. Travelers should request per diem reimbursement on the Travel Expense Report.

08 - Use of Personal Automobile

The use of an employee-owned automobile is discouraged, except in those cases in which an HAO vehicle is not available. Travelers will be reimbursed at the HUD approved mileage rate to cover operating expenses. An employee using an automobile is entitled to reimbursement for the cost of toll charges that are incurred while traveling on HAO business. Reimbursement for the costs incurred by a traveler while using a personal automobile should be requested on the Travel Expense Report.

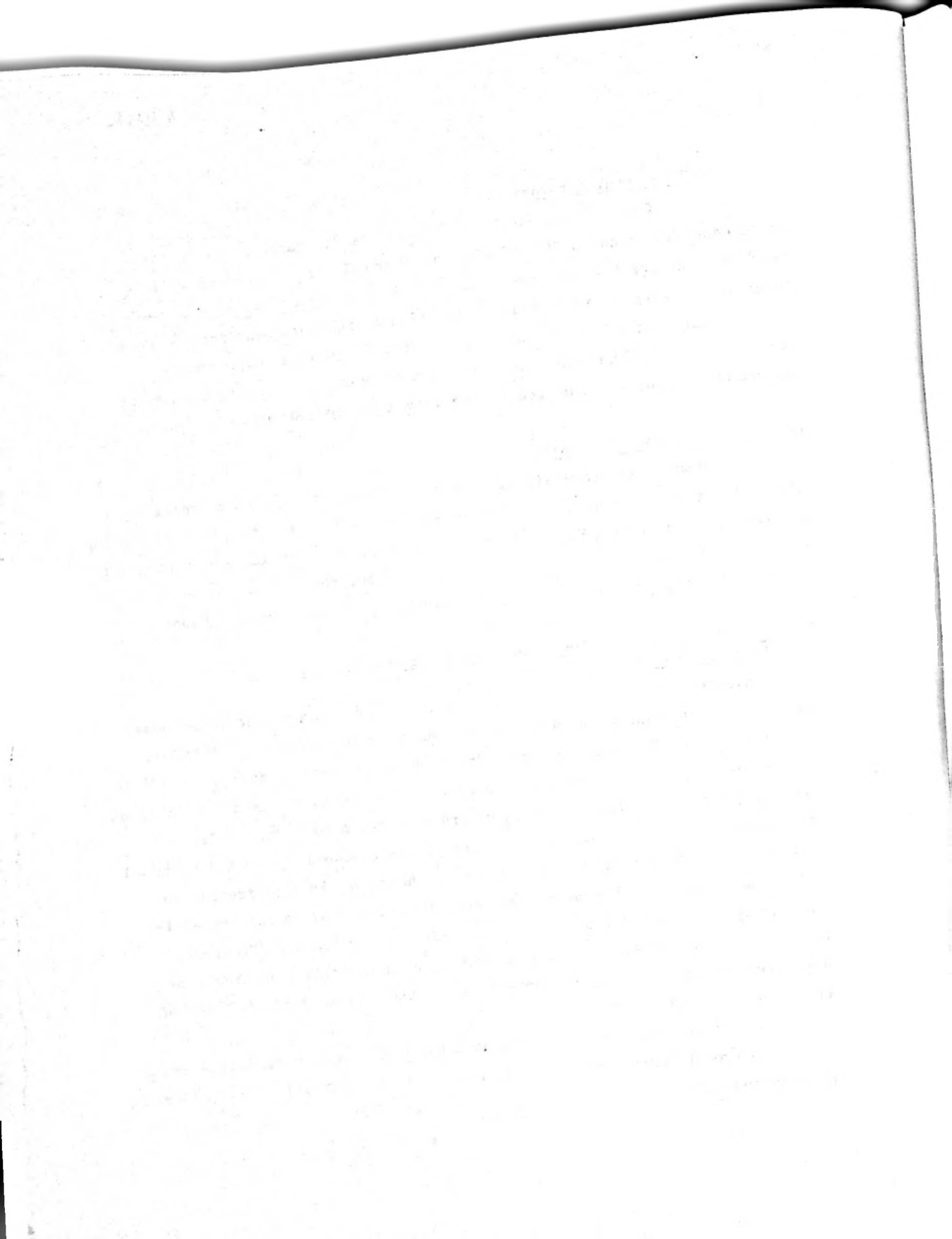
09 - Use of an HAO Automobile

HAO automobiles are available for use in connection with official HAO business only. Requests should be made for an HAO automobile before using a personal automobile. HAO employees who use HAO automobiles are reimbursed for the actual out-of-pocket expenses incurred for the use of these cars. Requests for reimbursements should be made on the Travel Expense Report.

10 - Travel Expense for Employment, Moving Expenses, and Interviews of New Employees

Travel costs may include (1) travel expense for employment interviews incurred by applicants for permanent management and supervisory positions of the HAO, and (2) moving expenses incurred by new management and supervisory employees, including the costs of moving their immediate families, household goods and personal effects, and storage up to 30 days. The HAO will normally limit the movement or storage of household goods and personal effects to 10,000 pounds but this limit may be waived by the Director in individual cases. Such expenses are negotiable and must be authorized in advance by the HAO Director subject to review by the Board of Trustees. Specific action is required with respect to each individual applicant or employee concerned. Requests for expense reimbursement should be made on the Travel Expense Report.

Employees that voluntarily terminate their HAO employment during their six-month probationary period must reimburse the HAO for all moving expenses paid by the HAO as part of their employment agreements.



CHAPTER 4.00 - GENERAL ADMINISTRATION

4.04 - OTHER GENERAL HAO ADMINISTRATIVE POLICIES01 - Confidentiality

The HAO Director is responsible for ensuring that the allowance program is administered in a manner that guarantees the greatest possible anonymity of applicants, enrollees, and recipients. The provision by the HAO of information with regard to any particular person or household that has applied for, been determined eligible for, or received an allowance payment, or has been or is otherwise associated with the allowance program as an applicant, enrollee, or client is prohibited, except:

1. As considered necessary for the performance of ordinary administrative and research responsibilities by HUD, or
2. As required by law, as determined by a written opinion of the HAO's legal counsel, or
3. As requested in writing by the applicant, enrollee, or client specifying the information to be given, the form in which it is to be given, and the party or parties to whom it is to be given.

In releasing reports or similar documents and data to the public, the HAO will provide only aggregated information, so that no past or present applicant, enrollee, or client can be individually identified. The failure by staff members to comply with confidentiality regulations may be grounds for dismissal.

02 - Conflict of Interest

Every HAO staff member bears a personal responsibility to avoid any actual or apparent conflict of interest that would reflect on the corporation or its public purpose. Each employee will refrain from any use of his position with the Housing Allowance Program that is or appears to be for

private gain for himself or persons or organizations with whom he has familial, business, financial, or related personal ties. Employees who are in doubt about a particular situation should bring the matter to the attention of the HAO Director.

Employees should not own or purchase residential real estate in the experimental area for other than their own residential use without the knowledge and concurrence of the HAO Director; they should not rent property or receive income from allowance recipients without the knowledge and concurrence of the HAO Director, or provide information about the experiment to anyone for a fee or other benefit.

In the performance of program-related duties, employees are prohibited from (1) entering into any prearranged agreement with housing suppliers on behalf of individuals or blocks of applicants or enrollees; (2) conveying information that would materially affect the choice of an applicant or enrollee regarding any given housing unit, other than through provision of ordinary HAO housing and equal opportunity information; (3) entering into any type of prearranged agreement with builders, developers, landlords, real estate brokers, or other suppliers of housing services to channel clients to their housing units; (4) selecting pools of eligible housing units; (5) imposing a lease, with the exception of stipulating HAO-required lease provisions; (6) intervening in tenant-landlord disputes on behalf of either party, except as required by the HAO program; or (7) affecting the eligibility of or amount or frequency of allowance payments to themselves or another person for any reason other than an HAO program requirement. It shall not be considered a conflict of interest for an HAO employee to participate in the allowance program. He must not, however, participate in any HAO action relating to his participation.

When a conflict-of-interest situation does in fact exist or might appear to exist, the HAO employee involved must disclose the pertinent facts immediately and obtain guidance from the HAO Director.

Each HAO employee must also consult the Director before becoming a government consultant, advisor, committee member, or accepting any government appointment--whether or not compensation is involved. The Director will approve such activity only when satisfied that no conflict-of-interest situation is involved.

CHAPTER 5.00 - PERSONNEL ADMINISTRATION

5.01 - RECRUITMENT AND HIRING01 - Equal Opportunity Employment

The HAO personnel policy adheres to all applicable federal and state requirements, including those requirements that prohibit discrimination against any applicant or employee because of age, race, handicap, religion, sex, color, or national origin, and the requirements of the Equal Employment Opportunity Act of 1972. An Affirmative Action Program has also been adopted and maintained to ensure that equal employment policies are followed with regard to the recruitment, hiring, compensation, training, promoting, and termination of employees.

02 - Employment Categories

For the purpose of personnel administration, employment categories are defined as follows:

- o A *permanent employee* is one who occupies a position that is continuous in duration, without an established terminal date.
- o A *temporary employee* is one who occupies a position for a specific period of time or for the duration of a specific assignment.
- o A *full-time employee* is one who works a regularly scheduled work-week.
- o A *part-time employee* is one who works less than a regularly scheduled work-week. Part-time employees are entitled to prorated fringe benefits if their regular schedule is more than twenty (20) hours per week.
- o A *consultant* is an individual hired pursuant to a professional services contract to provide unavailable expertise

to the HAO staff. Consultants are not considered part of the HAO organization, are paid only for time worked and should not work more than forty (40) hours per week, unless special provisions have been included in the individual consultant contract. Professional Service Contracts may be written for a maximum of one year and are reviewed periodically with regard to rates and the need for consultant services.

03 - Combinations of Employment Categories

Permanent and temporary employment is also identified as full or part-time employment, as follows:

- o A *full-time permanent employee* is one who works in an established position that is continuous in duration and requires that the employee work the normal and regularly scheduled work-week. This is the usual employment category for HAO employees.
- o A *part-time permanent employee* is one who works in an established position that is continuous in duration but requires less than a regularly scheduled work-week.
- o A *full-time temporary employee* is one hired to work a regularly scheduled work-week in a position established for a specific time period of less than one (1) year. This category is often used in staffing for short-term needs.
- o A *part-time temporary employee* is one hired for a specific time period, and whose work-week is normally less than a regularly scheduled work-week. An employee in this category may work varying amounts of time or on a different schedule each week.

04 - Requests for Hiring

All HAO staff positions are supported by job descriptions which identify the functions to be performed and the areas of responsibility

and authority of each HAO employee. When an opening occurs in an existing position, a completed HAO employment request is forwarded to the Director (or his designee) for his review and approval. Requests for the creation of new staff positions must include a job description and salary range for the new position.

Requests for temporary professional, technical, or general consultant services may be made when capability to perform a required function is not available within an operating section, and it would not be economically feasible or necessary to create the permanent staff capability. If it is agreed that a need does exist, a listing of potential candidates, including fee information and a comparison of total costs, is prepared. This information is then forwarded to the Director, who is responsible for the evaluation of potential candidates.

05 - Recruiting

1. Filling Vacancies from within the HAO. When a vacancy occurs in an existing position and a decision has been made to fill it, first consideration is given to persons presently employed in the HAO who are qualified and make known their interest in the vacant position.

2. Recruiting Outside of the HAO. In the event that position vacancies cannot be filled from within the HAO, every effort is made to secure the best-qualified applicants. In addition to listing open positions with the State Employment Agency, the following are suggested manpower sources:

- o *Unsolicited applicants:* All unsolicited applicants seeking employment with the HAO are requested to complete the employment application. Unsolicited applications are evaluated and filed for future reference. The file is organized, where possible, by HAO job classification and should be reviewed when position vacancies occur.
- o *Other labor sources:* Depending upon the position requirements, recruitment activity may be conducted through professional

search agencies, minority group organizations, advertisements in local newspapers, professional journals, or a combination of these sources.

06 - Hiring Procedures

1. The Employment Application. All HAO job applicants must complete an Employment Application to provide information with regard to their qualifications, experience, references, and other required personal information. Resumes forwarded to the HAO are not considered as substitutes for the completed application form in hiring, but when available are attached to the completed application as a source of additional information.

2. Application Review. In addition to the written application, the appropriate HAO interviewer may make use of authorized assessment techniques to measure the level of qualification of each applicant. Depending on the position involved, the assessment may be based on written materials, in-person interviews, skills performance, or a combination of these techniques consistent with EEO requirements. No particular format is prescribed for the applicant assessment, but it should be documented and include an evaluation of the applicant's strengths and limitations as applicable to determine potential work effectiveness, or any other qualifications that enter into the determination of the relative fitness of the applicant.

07 - Reference and Background Checks

Prior to making any commitment to an individual for employment, the HAO interviewer conducts a thorough review of the applicant's background. This review elicits information pertaining to job-related knowledge, skills, and abilities, work habits and background that must be clearly documented to affect potential employee performance. Such information may include verification of training, education, and/or work (paid or unpaid) experience. Personal references from former teachers, employers, and other persons with knowledge of the applicant's knowledges, skills, and abilities may be solicited.

Interviewers are cautioned that use of any information to predict job performance must meet the standards for employee selection laid down under its authority under Title VII of the Equal Employment Opportunity Act of 1972 by the U.S. Equal Employment Opportunity Commission.

08 - Conflict of Interest

No employee of the HAO shall subject himself to any conflict of interest with regard to the HAO and its operations, or receive outside financial benefit for himself or persons or organizations with whom he has familial, business, financial, or related personal ties. (See specific rules in Section 4.05.02.)

09 - Notification of Employment

Once an applicant has been approved for hire, a formal written offer setting out the terms of the offer, conditions of employment, and indicating a date by which the offer should be accepted is prepared by the Personnel Technician for acceptance by the applicant. Formal offers are not prepared for support positions. Applicants are advised that pre-employment physical exams may be requested at the discretion of the HAO Director.

10 - Employee Performance Evaluation

All permanent employees are evaluated at least annually by their immediate supervisors. The primary purpose of the employee performance evaluation is to inform employees on how well they are doing their work and how they can improve their work performance. The performance evaluation is also considered in determining salary increases and decreases, as a factor in determining the order of layoff, and as a basis for training, promotion, demotion, transfers, and dismissal.

Performance evaluations are considered as confidential data and are available on a need-to-know basis.



CHAPTER 5.00 - PERSONNEL ADMINISTRATION

5.02 - COMPENSATION

01 - Compensation Rates

HAO salary and wage rates are determined on the basis of prevailing rates in the locality and other factors. A comprehensive compensation plan sets the salary range for each approved position, the intermediate rates within each range, and the system for making periodic within-range increases. The plan is reviewed annually by the Board of Trustees in conjunction with budget preparation for the next year and revised to reflect changes in responsibility, economic conditions within the community, or other valid reasons. When a new position is created, the salary level is determined on the basis of existing rates within the community for comparable positions and on the levels established in the HAO compensation plan.

02 - Employee Benefits Program

The HAO contributes to the cost of a range of employee benefits. Each full-time permanent employee is eligible to enroll and participate in the benefits program. Employees are counseled on the costs and advantages of participation and provided with the necessary enrollment forms.

THE HISTORY OF THE UNITED STATES

CHAPTER I

The first part of the history of the United States is the history of the colonies. The colonies were first settled by Englishmen in 1607. They were at first dependent on England for their supplies and protection. But as the colonies grew in number and in size, they began to assert their independence. They demanded the right to elect their own representatives to a local assembly. They demanded the right to trade with whom they pleased. They demanded the right to be taxed only by their own representatives. These demands were at first met by the British government. But as the colonies grew more and more independent, the British government became more and more oppressive. It refused to grant the colonies the rights they demanded. It imposed taxes on the colonies which they considered unjust. It sent soldiers to the colonies to enforce the laws. It refused to allow the colonies to elect their own representatives to a local assembly. These measures provoked the colonies to rebellion. In 1776 they declared their independence from Great Britain. They formed a new government, the United States of America. This government was based on the principles of liberty and justice for all. It was the first government in the world to be based on these principles. The history of the United States is the history of the struggle for liberty and justice for all.

The second part of the history of the United States is the history of the nation. The nation was first formed in 1787. It was formed by the union of the thirteen original states. The new nation was based on the principles of liberty and justice for all. It was the first nation in the world to be based on these principles. The history of the United States is the history of the struggle for liberty and justice for all.

CHAPTER 6.00 - FINANCIAL MANAGEMENT

6.01 - GENERAL DESCRIPTION

01 - Financial Management Objectives and Overview

The objective of the HAO financial management functions is to ensure that funds provided to the HAO are properly disbursed for allowance payments to recipients and for HAO administrative activities. The financial management system encompasses planning, budgeting, accounting, and performance analysis elements, each integrated within the framework of the management accounting structure. The accounting structure, in turn, identifies the financial responsibility points within the HAO.

02 - The Allowance Program Financial Management System

The major consideration in the design of the system was the need to conform, to the extent possible, to the legislative and administrative requirements of the Section 23 Leased Public Housing Program, which provides the funding authority for the Housing Allowance Program. The structure of the HAO accounts, therefore, is patterned after the structure established by HUD for accounting for low-rent housing programs.

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CHAPTER 6.00 - FINANCIAL MANAGEMENT

6.02 - THE HAO BUDGET

01 - Annual Budgets

The housing allowance program operates within the parameters of a fiscal-year budget approved by the HAO Board of Trustees, the BCHA and HUD. Budgeting and control of program funds are the responsibility of the HAO Director and his financial management staff, subject to the review and approval of the Board of Trustees. Each fiscal-year budget provides information concerning the projected number of recipients, estimated allowance payments, the number and salary levels of HAO employees, and other data relating to the size, scope, and resource requirements of the HAO.

02 - Budget Monitoring

The HAO budget submission to HUD in support of the Annual Contributions Contract is in the format designed to meet HUD requirements. The internal budget used by the HAO is prepared at a greater level of detail to meet the financial monitoring requirements of HAO management.

The monitoring of actual performance against the budget is performed monthly in the expenditure analysis reports prepared by the financial management staff. The reports and the budget are also used in the projection of cash flow requirements and the determination of cash amounts available for investment.

These reports are distributed to the HAO Director and the Board of Trustees on a regular basis. The Board may request additional reports, if necessary, for the analysis of a particular financial situation.

THE UNIVERSITY OF CHICAGO

PHYSICS DEPARTMENT

1952

TO THE HONORABLE CHAIRMAN OF THE BOARD OF TRUSTEES
OF THE UNIVERSITY OF CHICAGO
FROM THE PHYSICS DEPARTMENT
SUBJECT: REPORT ON THE PROGRESS OF THE
RESEARCH PROGRAM IN PHYSICS
DURING THE YEAR 1952

The year 1952 has been a year of significant progress in the research program in physics at the University of Chicago. The work has been carried out in a number of areas, including the study of the properties of matter at high temperatures and pressures, the investigation of the structure of the nucleus, and the study of the interactions of elementary particles. The results of these studies have been published in a number of papers, and the progress has been reported in a number of lectures and seminars. The work has been supported by the National Science Foundation and the Office of Naval Research, and the results have been widely recognized in the scientific community.

Very truly yours,
[Signature]

CHAPTER 6.00 - FINANCIAL MANAGEMENT

6.03 - THE ACCOUNTING SYSTEM

01 - Chart of Accounts

The HAO accounting system's chart of accounts for the allowance program is designed to conform to the accounting classifications established by HUD and specified in the following HUD publications:

- o *Low-Rent Housing Accounting Handbook*, HM 7510.01
- o *Low-Rent Housing Accounting Guide*, HM G 7511.1

The accounts provide the ability to summarize HAO financial activities in a consistent and informative manner, and are structured to conform to the following basic classifications required for the preparation of HUD reports as follows:

- o Assets
- o Liabilities and surplus
- o Operating receipts
- o Operating expenses
- o Surplus credits and charges
- o Capital expenditures
- o HUD contributions received

Subaccount classifications have been developed to provide a practical HAO budgetary base and to establish expense categories unique to the HAO.

02 - Recording Transactions

HAO financial transactions are recorded in journals, and ledgers, the records of original entry in which all elements of each transaction are recorded. The elements recorded include the date of the transaction, the account and amount debited or credited, and a brief explanation of the

transaction if required. The recorded information is taken from invoices, bills, sales slips, timesheets, or other HAO records. Postings of the journals and ledgers are done by the financial management staff either on a daily, weekly, or monthly basis depending upon the staff workload.

The primary book of accounts for the HAO is the general ledger, which is used to control all HAO accounts and subaccounts. It contains all accounts in the Chart of Accounts, i.e., assets, liabilities and surplus, operating receipts, operating expenses, surplus credits and charges, capital expenditures, and HUD contributions received.

On a regular basis the balances from subsidiary ledgers are summed and this total is entered in the summary accounts in the general ledger. The subsidiary ledgers contain detailed account activity for which there is only one summary account classification in the general ledger.

At the end of each month, a Working Trial Balance is prepared by the financial management staff to summarize the general ledger, provide proof of the equality of debits and credits within the general ledger, and serve as a vehicle for the flow of accounting data from the general ledger to the monthly financial statements and reports. Trial Balance asset, liability, and surplus account information is transferred to the HAO and HUD Balance Sheets. The operating receipts and expense accounts in the Trial Balance provide data for the Income and Expenses and the Receipts and Expenditures Statements.

CHAPTER 6.00 - FINANCIAL MANAGEMENT

6.04 - ALLOWANCE PAYMENTS

01 - The Allowance Payment System

The HAO Allowance Payment System is one of the systems that provides input to the financial management system. Payment data and the information generated by the other data systems are used for cost accounting purposes and to provide notice to the financial management staff of allowance recipient status changes or other transactions affecting allowance payments.

The accounting cycle related to the payment of allowances is initiated in accord with actions specified in Chapter 13.00. Such actions may include the certification of a new recipient, or an adjustment to or termination of payments to an existing recipient. The original documentation for such a change is sent for keypunching. The keypunched data are entered into the system to update the master payments file and are printed out as the "Summary of Changes of Payments". The Summary of Changes of Payments is provided for every master payments file update and compared with original source documents to verify that the transactions are recorded correctly. The HAO data processing system produces the Summary of Changes of Payments, all allowance checks for recipients active as of the date of processing, a monthly Check Register, a Disbursements Register, and a summary bank statement. Manual payments are recorded in a separate Check Register,

02 - Accounting Controls

When the allowance checks and Check Register are received by the HAO, the staff reconciles the allowance payment total prior to mailing the checks. The amounts and totals shown for the manual checks written in the last week of the previous month must agree with the manual Check Register. The total of allowance payments for the current month is equal

to the previous month's payment, plus or minus the amount resulting from certification of new, terminated, or adjusted allowances as indicated by the Summary of Changes of Payments, plus any partial payments not entered into the system. Once the reconciliation is complete, the staff obtains the appropriate signatures, and makes a deposit to transfer funds from the General Operating Account to the Allowance Payment Imprest Account.

The net amount of the check, however, includes amounts advanced to recipients as well as deductions for advances or overpayments, as indicated by the Disbursements Register. Accounts Receivable--Security Deposit Advances are debited or credited for the amount of the advances extended or repaid through deductions during the month. A debit entry is made to the Housing Allowances Paid equal to the gross amount of allowance payments to which recipients were entitled.

03 - Reconciliation of Allowance Payment Account

A reconciliation of the Allowance Payment Account Bank Statement with the HAO records is performed on a regular basis. A listing is prepared by the bank showing:

- o Outstanding checks in check number sequence.
- o Cancelled checks in check number sequence.
- o Stop-payment or cancelled payment checks.

Using the information contained in the listings, the HAO staff reconciles the bank records with the HAO records and makes the appropriate adjusting entries as necessary.

CHAPTER 6.00 - FINANCIAL MANAGEMENT

6.05 - THE HAO AUDIT

01 - Accountability

HAO standards provide for an annual audit that covers basic financial and compliance auditing, and may also include checks on the effectiveness of HAO allowance payment control procedures.

02 - Audit Authorization

The U.S. Housing Act of 1937, as amended, provides that HUD has the authority to audit and examine the books and records of the HAO. Accordingly, contracts between HUD, the BCHA and the HAO provide for audits. HUD regulations authorize the engagement of an Independent Public Accountant (IPA) to audit federally financed projects. To be acceptable, an independent public accountant must be a certified public accountant or a licensed or registered public accountant who is certified, licensed, or registered by a regulatory authority of a state or other political subdivision of the United States.

03 - Accountant Independence

An accountant will not be considered independent from the HAO if he has, or has had during the period to be covered by audit, any relationship with the HAO that could produce a conflict-of-interest situation.

04 - Audit Scope and Coverage

The audit must be sufficiently comprehensive in scope to permit the expression of an opinion on the financial statements in the audit report, and must be performed in accordance with generally accepted auditing standards and audit requirements as set forth in the HUD Audit Guide.

The opinion should state whether, in all material aspects, the Balance Sheet and other supporting statements present fairly the financial position of the HAO as of the closing date of the period examined. It should also comment, in conformity with accepted accounting principles and procedures, on the results of HAO operations.

CHAPTER 7.00 - TRAINING

7.01 - GENERAL DESCRIPTION

01 - Training Objectives

A well-trained staff is seen as critical to the successful operation of the housing allowance program. The HAO Director is charged with the responsibility of ensuring that an effective staff training program is developed and maintained. The objectives of this program are to ensure that all HAO staff:

- o Understand the basic purposes of the housing allowance program and the way it works to achieve them.
- o Have a good working knowledge of the organizational structure of the HAO and the functions performed by each organizational unit in delivering program services.
- o Are thoroughly trained and regularly tested in the performance of their own immediate job assignments.
- o Are conversant with and skilled in techniques of interpersonal relations as needed to maintain effective communication among co-workers and between levels within the HAO, and to maintain positive relations with program clients.
- o Have an established career development plan designed to encourage the regular enhancement of their skills in line with longer-term career objectives.

02 - Responsibility for Training

The HAO Director shall appoint a member of the staff as HAO Training Officer. The Training Officer shall be responsible for designing, modifying and generally maintaining the HAO training program in accord with the objectives specified above. The Training Officer shall maintain orderly records on the training history of each employee, and shall develop and

regularly update a proposed schedule of training and ongoing training activities, subject to the approval of the Director. Individual written plans shall be prepared for all such activities specifying particular sections of HAO Manuals, reports, and other documents that will be used as training materials.

03 - Contents of the Training Program

The HAO training program shall have two major components: (a) training for new employees; and (b) ongoing training and career development planning. The first component explicitly requires formal training to establish employee understanding and skills in relation to the first four training objectives specified above. The second component is concerned with maintaining that basic knowledge and up-dating it as program techniques and functions are modified over time. The second component also deals with the fifth objective--career development planning.

CHAPTER 7.00 - TRAINING

7.02 - TRAINING FOR NEW EMPLOYEES01 - Introduction

When a new employee is hired by the HAO he must participate in an established set of formal training experiences. There are four training modules related to the objectives stated in Section 7.01.01: (a) Purpose and Operation of the Housing Allowance Program; (b) HAO Organization and Functions; (c) Job Assignment Skills; and (d) Interpersonal Relations.

02 - Purposes and Operation of the Housing Allowance Program

This module is built around materials developed under the Housing Assistance Supply Experiment. It explains the history of the allowance program, the way it works in comparison to other government assistance programs, its particular effects on clients and client housing conditions in Brown County. The module is regularly updated based on new reports on shifts in client populations, changes in effects on housing conditions and the housing market, and new federal, state and local policy initiatives in housing.

03 - HAO Organization and Functions

This module reviews the current organizational structure of the HAO, its basic responsibilities and relationships to other agencies (see 1.01 and 3.01), biographical sketches of all supervisory and managerial staff, and the purposes and functions of each HAO sub-unit. The latter requires a "walking through" of the step-by-step processing sequences followed in each function. Information is presented on the past performance of each function (cost, productivity, workload levels, quality control, etc.) and performance expectations are explained. Basic management processes are also explained in this module: delegation of authority and responsibility, management reporting systems, communication and participation techniques, planning and budget preparation, budget control, etc.

04 - Job Assignment Skills

The Training Officer maintains and regularly updates a set of formal training modules for each specific job assignment performed in the conducting of the allowance program (see Section 3.02). Specific standards for each module (number of contact hours in each activity, performance expectations, etc.) are established explicitly and must be approved by the HAO Director. The HAO position classification system has been established to encourage flexibility and permit management to adjust staff assignments in response to the shifting workloads. It is expected, therefore, that many new employees will participate in more than one specific job assignment module and attain the required level of competence in each before being assigned regular duties.

05 - Interpersonal Relations

This module covers techniques necessary to achieve effective communication between co-workers and different managerial levels within the HAO. It also explains the purposes and benefits of the HAO's emphasis on positive client relationships and techniques used in all relationships with clients and other individuals in the community (landlords, etc.).

06 - Content of Training Modules

All of the training modules are designed as participatory training experiences. They make use of standard training techniques such as lectures and required reading assignments. However, specific training assignments are constructed in each to ensure direct employee response to the subject matter. This may include discussion groups, role playing activities, tests of comprehension and skill in a variety of forms. This is of special importance in job assignment modules, particularly those related to key program functions such as Client Services, Certification, Housing Evaluation and Accounting. In these areas, trainees will need to demonstrate competence in a series of simulated job experiences before performing regular duties that will affect actual client payment status. Employee performance will continue to be explicitly tested on an intensive basis (through quality control and other techniques) in the months immediately after regular duties are assumed.

CHAPTER 7.00 - TRAINING

7.03 - ONGOING TRAINING AND CAREER DEVELOPMENT

01 - Ongoing Training

The Training Officer and the Director shall regularly evaluate training program schedules and individual employee training histories as a basis for developing schedules for ongoing training. As adjustments are made, modules on Purposes and Operation of the Housing Allowance Program and HAO Organization and Functions should be presented for the entire HAO staff, and/or special lecture and discussion sessions should be offered which deal with the adjustments per se.

Appropriate specific job assignment modules must be offered each time a current employee is transferred to a new assignment and may also be offered when managers and employees want to prepare for possible future transfers.

02 - Career Development

During regular performance reviews, supervisors discuss career development objectives with each employee. Information from these discussions is passed on to the Training Officer to form the basis for supporting actions by HAO management.

These actions may include shifts in job assignments and the presentation of special training activities within the HAO. They may also include support for outside training which is consistent with basic HAO purposes and objectives. The Training Officer is responsible for maintaining information on courses available in the community which may be of value to individual employees in furthering their career development objectives.

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CHAPTER 9.00 - PUBLIC INFORMATION

9.01 - GENERAL DESCRIPTION

01 - Objectives

The primary objective of the public information function is to create and maintain general understanding of, cooperation with, and support for the Housing Allowance Program in the community, among both the eligible and non-eligible population. To accomplish this objective, the HAO will:

- o Provide accurate and comprehensive information on the program to the public on an ongoing basis.
- o Provide systematic monitoring of changing community attitudes as they affect the program.

02 - Ongoing Public Information

Ongoing public information activities include:

- o Responding to written and telephone requests from prospective clients, public and press. All press contacts are cleared through established procedures.
- o Designing, coordinating, and scheduling presentations on the program by the HAO Director and other members of the HAO staff before service groups and other local community groups.
- o Developing press releases and feature stories on the program.
- o The use of advertising to achieve basic outreach objectives.
- o Contacting news media representatives on a regular basis.
- o Evaluating public information.

The HAO ensures that the HAO confidentiality policy is observed in all dealings with the public and press so that the identities of clients are not disclosed.

03 - Responsibility for Public Information Functions

The HAO Director is responsible for carrying out an effective public information and community relations program, although he may delegate components of these activities to other staff members. The Director is also responsible for keeping the HAO Board of Trustees and HUD representatives informed about the content and nature of this program and reactions to all allowance program activities and events within the community.

CHAPTER 9.00 - PUBLIC INFORMATION

9.02 - PUBLIC INFORMATION ACTIVITIES

01 - Responding to Requests From the Public and the Press

The HAO Director designates specific staff members to be responsible for handling day-to-day inquiries from the public and the press about the allowance program. Requests and responses are recorded in a log which is regularly reviewed by the Director. The Director meets with all assigned staff frequently to review the nature of all outside contacts, and discuss responses that convey information about program status in an accurate and understandable manner.

02 - Presentations on the Allowance Program

The HAO prepares and offers presentations about the allowance program to community groups, public agencies and other parties as may be appropriate on an ongoing basis. Standard presentations are reviewed and modified periodically to respond to needs and interests of particular groups and to reflect new information about the program and its impacts in the community.

03 - Press and Media Relations

The HAO Director is responsible for a positive program of press and media relations in which media representatives are kept informed about allowance program activities on a regular basis. Press releases and news briefings are prepared and presented relating to all allowance program events, accomplishments, plans, and problems which may be significant and newsworthy.

04 - Advertising

The HAO may use paid advertising (in newspapers and other media) for two purposes. The first, is to convey information about important allowance program events to the community at large, which may not be reported adequately in regular news coverage. For example, a change in program rules might alter eligibility patterns, and confusion about effects on existing recipients and others could be costly if accurate information is not conveyed broadly.

The second purpose is basic program outreach, i.e. to remind the eligible population about the program and its benefits during periods when applications for enrollment and reinstatement are being accepted.

The HAO Director must use limited funds budgeted for these purposes with care to ensure that the needed communication occurs in a cost-effective manner. Advertising must be factual and understandably presented. Care must be taken to avoid distortion and to present messages tastefully.

05 - Brochures and Reports

Program brochures identify those responsible for the operation of the allowance program, explain the way the program works and how it is funded, and summarize major program rules and procedures. An adequate quantity of these brochures should be available at all times for responses to inquiries about the program and for distribution to parties that need to be better informed about the program in the judgment of the Director. The content of all program brochures should be periodically updated as necessary to assure that they remain accurate.

The HAO also prepares periodic reports on allowance program activities for release to the public. These reports present statistical and other information on such subjects as changes in program size and workloads, client characteristics, program effects on client income and rent burden, program effects on housing conditions and the housing market, administrative costs and cost-effectiveness relationships.

CHAPTER 10.00 - ENROLLMENT

10.01 - GENERAL DESCRIPTION

01 - Objective

The objective of the enrollment function is to provide households that have indicated an interest in the program with the necessary information and screening to be certified for program eligibility, unless the household is determined ineligible or chooses not to participate. To accomplish this objective, the HAO:

- o Receives Preliminary Applications.
- o Schedules enrollment interviews.
- o Explains the program to applicants, emphasizing program requirements, rights and responsibilities of both program participants and the HAO, and the services offered by the HAO.
- o Collects socioeconomic data about the household.
- o Completes an Enrollment Application with the applicant.
- o Calculates the household's allowance entitlement.
- o Determines eligibility.
- o Provides the opportunity for the head of household to sign the Participation Agreement; the signing of this Agreement signifies the household's enrollment in the program and indicates that the client knows and understands the rights and responsibilities of a participant.

The enrollment function is to be carried out as rapidly and effectively as possible in order to minimize the time between application and certification of eligibility and to prevent burdensome and repeated visits by the client household to the HAO. To accomplish this goal, the major enrollment activities listed above are carried out to the extent feasible during the personal enrollment interview between the household

and an HAO staff member. Initial determination of household eligibility takes place during the enrollment interview. Procedures and policies for subsequent verification are identified and described as part of the certification function (see Chapter 11.00).

02 - Scheduling the Enrollment Interview

The enrollment process begins when a household that has submitted a Preliminary Application to the HAO is scheduled for an enrollment interview. The head of household and other members are invited to attend the enrollment interview, where an Enrollment Application is completed. The client is asked to bring to the interview specific information and supporting documentation regarding the household's income and assets. Before the interview, the household is also sent information describing the program.

03 - The Enrollment Interview

At the enrollment interview, the interviewer explains the program requirements for eligibility and the rights and responsibilities of program participation and answers any questions the client may have. The interviewer also explains the purpose of the Enrollment Application and asks questions about the household's composition, income, and assets. Documentation supporting the information given by the household is examined at that time, and the household is informed that the information will be verified. The head of household is asked to sign the Enrollment Application, which includes an affidavit certifying that all information is accurate and that the client understands the consequences of falsification. If applicable, the client is also asked to sign forms which permit the HAO to request further information from employers or public agencies, banks, etc.

The interviewer uses the information provided by the client to calculate the household's maximum allowance entitlement and to determine its eligibility status.

If a client household appears to be ineligible, the interviewer completes all items on the Enrollment Application relating to the eligibility criterion that is apparently violated. If, in fact, the household

is found to be ineligible, the interviewer explains the reasons for ineligibility, gives the client written notice of ineligibility, and terminates the interview. The interviewer explains that the client may appeal through the HAO appeals process (Chapter 14.00) if he believes the determination is not in accordance with program standards.

When a household appears to be eligible on the basis of a completed Enrollment Application, the interviewer presents a written statement to the client confirming eligibility and the amount of allowance entitlement as determined in the interview. The client is then asked if the household wishes to participate in the program. If the household makes a decision at that time to participate, the interviewer explains the Participation Agreement and asks the head of household to sign it. If the household wishes to delay its decision, it may take the Participation Agreement to read at home, and will be asked to inform the HAO as soon as possible of its decision.

04 - Post Interview Procedures

When the Enrollment Application is completed, full documentation has been collected, and the Participation Agreement has been signed, the interviewer prepares a request for evaluation of the household's current housing unit. The complete Enrollment Application package, consisting of the Enrollment Application and related documents, and the Housing Unit Certification Form, which contains the request for evaluation, proceeds to the next processing stage.

Procedures for the enrollment function are described below and are grouped as follows:

- o Pre-enrollment interview activities, including receiving and acknowledging Preliminary Application and scheduling the enrollment interview (Sections 10.02-10.03).
- o The enrollment interview (Sections 10.04-10.07).
- o Post-enrollment interview activities (Section 10.08).

The first part of the report deals with the general situation of the country and the progress of the work during the year. It is followed by a detailed account of the various projects and the results achieved. The report concludes with a summary of the work done and the plans for the future.

The second part of the report deals with the financial statement of the organization. It shows the income and expenditure for the year and the balance sheet at the end of the year. It also includes a statement of the assets and liabilities of the organization.

The third part of the report deals with the administrative matters of the organization. It includes a list of the members of the organization and a list of the committees and sub-committees. It also includes a list of the officers and staff of the organization.

CHAPTER 10.00 - ENROLLMENT

10.02 - PROCESSING PRELIMINARY APPLICATIONS

This section describes the procedures used to process Preliminary Applications.

01 - Receiving and Reviewing Preliminary Applications

Preliminary Applications (Form 10.02-1) are prepared in one of two ways. First, when a prospective client calls the HAO for general information about the program, the program is described over the phone. As a part of this presentation, the staff member handling the call asks whether the person is interested in applying for the program, and if so, encourages the caller to provide the information needed for the Preliminary Application over the phone. If the person agrees, eligibility criteria are carefully reviewed to be sure the person has a clear basis for determining if the household is unlikely to be eligible. After completing the form, the staff member stamps the date and forwards it for processing as described below.

In the second method, prospective clients fill the forms out themselves and either mail them to the HAO or drop them off in person. As a part of the HAO outreach program, brochures (which may include the form) are disseminated to make them widely available to the eligible population. When such forms are received by the HAO, they are date stamped. When forms are submitted by mail, additional discussion of eligibility criteria to permit self-screening will take place prior to conducting the full enrollment interview.

A staff member examines each Preliminary Application upon receipt to ensure that it contains the name, address and telephone number. If the name has not been completed, the form is discarded. If the name is complete but the address or telephone number has not been furnished, a reasonable effort is made to locate the client (for example, using telephone books and local telephone company sources). If these efforts fail, the Preliminary Application is filed for later reference, if needed.

If questions other than the name, address, and telephone number are not complete, the application is considered complete and processed as described below. The missing information is obtained later when the client is called to be scheduled for an enrollment interview.

02 - Making Office Entries for the Preliminary Application

For Preliminary Applications that are considered complete and can be processed, a serial number is stamped in the upper right-hand corner of the Preliminary Application Form. The following information is also entered:

Date Received	Neighborhood	Census Tract
Client I.D. No.	Scheduling Roster	

- o Date Received. The date which was stamped upon receipt of the application is entered.
- o Neighborhood. Using the address provided by the client and the *Neighborhood Code and Census Tract Directory*, the appropriate geographic code is located. If the client has not furnished a street name and indicates a route number which cannot be found in the Directory, a best estimate of the neighborhood is made by using a map of the site area. The first digit of this geographic code is entered in the first box and the numbers "99" are entered in the next two boxes to indicate that this is an estimate.
- o Census Tract. Same as for Neighborhood.
- o Client I.D. and Scheduling Roster. These are filled out only when the Preliminary Application is used as a correction form and is submitted to correct a data entry or a source document mistake on a previously processed Preliminary Application.

03 - Processing Preliminary Applications

Groups of completed Preliminary Applications sent for computer processing are accompanied by a Batch Control Form (Form 10.02-2). The Batch Control Form shows a list of client I.D. numbers representing the last clients from each roster who have been contacted for scheduling. This

information is used to update the scheduling rosters and to prepare reminder notices for those clients who have not yet been scheduled for interviews.

The computer processing system requires a continuous series of serial numbers for Preliminary Applications. Therefore, if the application corresponding to a particular serial number is lost or voided, a dummy record carrying that serial number is prepared for insertion into the batch (see Section 16.02.02).

Computer processing of Preliminary Applications stores them on a computer file and produces certain outputs (see Section 16.02). The Edit List, the Error List, the Corrections Register and the Lost Applications List allow staff members to check that each input form is accounted for in the outputs.

The Scheduling Rosters (Form 10.02-3) may be used to schedule the enrollment interviews. There is one roster for each homeowner/renter tenure category and for each of the geographical areas.

The Housing Allowance Office

MODEL: PRELIMINARY APPLICATION

OMB No. 63-R 1457
Expires: 9/30/84

Yes, I would like to be scheduled for a personal interview to find out if I qualify for a Housing Allowance. I understand that this application does not obligate me in any way. It will be used by the Housing Allowance Office in contacting me to make arrangements for an appointment at my convenience. I also understand that all information I supply will be treated as confidential.

(PLEASE PRINT)

Name of the Head
of Household:

_____ (Last Name) (First Name) (Middle Initial)

Home Telephone _____ Work Telephone _____

How many people, including yourself, live in your household? (Please include regular members of the family who may be temporarily away from home, but do not include any roomers or boarders.) _____

Is the head of your household or his/her spouse 62 years of age or older?

Yes _____ No _____

Does your household own the apartment/
house in which you now reside?

Yes _____ No _____

Home Address:

_____ (Street Number) (Street) (Apartment Number)

_____ (City) (State) (Zip Code)

Mailing Address:
(if different)

_____ (Street Number) (Street) (Apartment Number)

_____ (City) (State) (Zip Code)

The Housing Allowance Office

PRELIMINARY APPLICATIONS
BATCH CONTROL FORM

SUBMITTED TO INFORMATION SERVICES: _____

TRANS. CODE (1) P
CARD CODE (2) B

RETURNED BY INFORMATION SERVICES _____

Last Serial Number Processed:
(3-7)

Last Client ID Assigned:
(8-13)

Number of Applications:
(14-19)

Number of Batch Corrections:
(20-25)

Number of Deactivations:
(26-31)

Number of Reactivations:
(32-37)

Serial Numbers: From
(38-42)

To
(43-47)

CLIENT ID NUMBERS OF CLIENTS LAST CONTACTED:

TRANS. CODE (1)(P)
CARD CODE (2)(C)

- | | | | |
|----------|----------|----------|-----------|
| 1. _____ | 4. _____ | 7. _____ | 10. _____ |
| 2. _____ | 5. _____ | 8. _____ | 11. _____ |
| 3. _____ | 6. _____ | 9. _____ | 12. _____ |

MM/DD/YY

THE HOUSING ALLOWANCE OFFICE OF XXXX--SITE NAME--XXXXXX
PRELIMINARY APPLICATIONS SCHEDULING ROSTER

PAGE XXXX

ROSTER NO. XX	APPLICATION SERIAL NO	CLIENT ID NO	NEIGH CODE	HSEHOLD SIZE	ELDERLY	HOME TELEPHONE	WORK TELEPHONE	CONTACTS DATE/TEL-LETTER	APPOINT-MENTS DATE	CONFIRMATION CHECK-OFF	DISPO-SITION
XX-XX-XX	XXXX	XXXXXX	XXX	XX	XXXXXX	XXX-XXXX	XXX-XXXX	NON-RESIDENT ¹			
	XXXX--NAME--XXXXXXXXXXXX										
	XXXX--RESIDENCE--XXXXXXXX										
	XXXX--MAILING--XXXXXXXXXX										

PRINTED IF RESIDENCE CODE = B or N

The Housing Allowance Office

MODEL: ACKNOWLEDGMENT OF PRELIMINARY APPLICATION LETTER

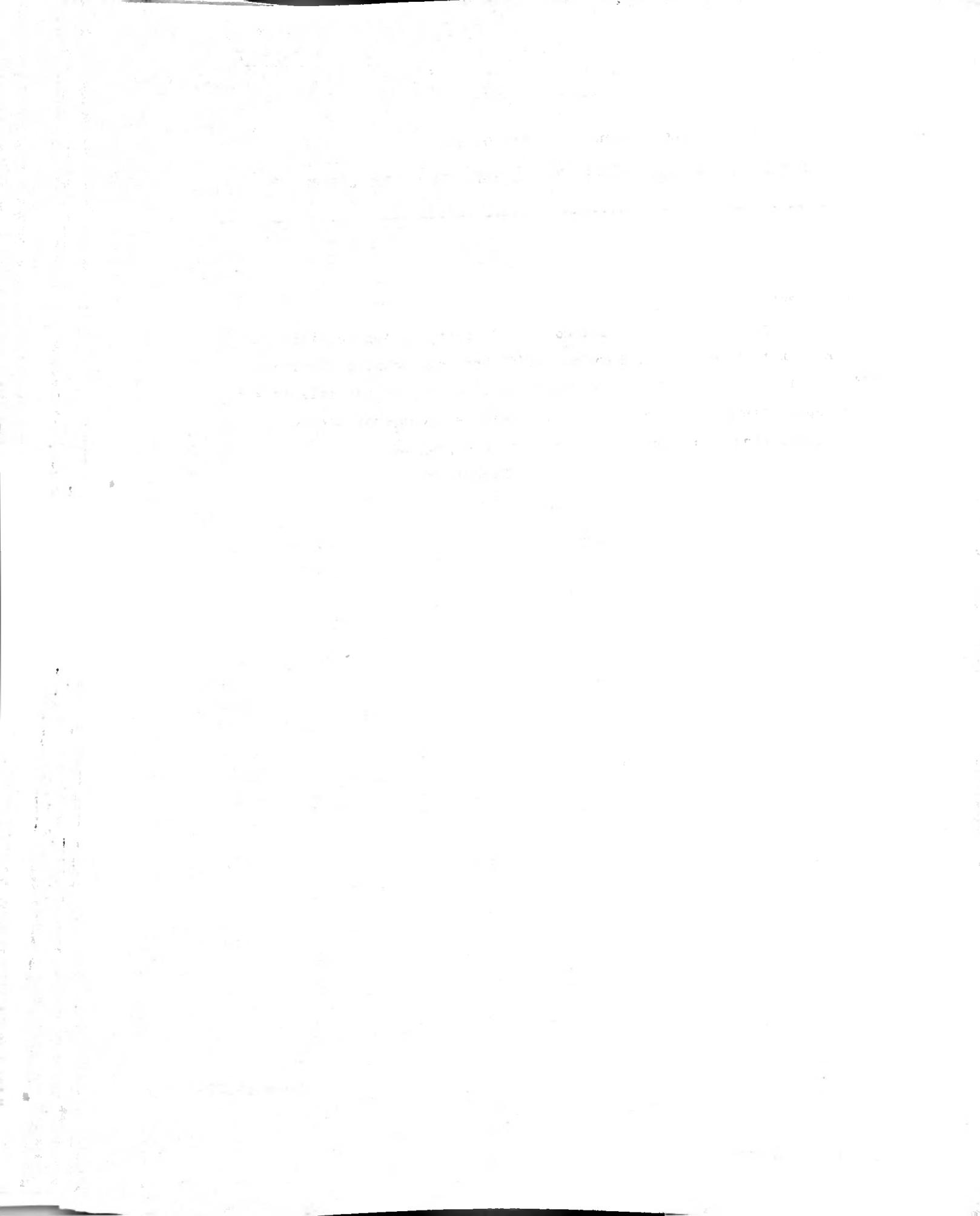
Dear (Client):

We are pleased to have received your Preliminary Application.

A member of the Client Services staff from the Housing Allowance Office will contact you by telephone or mail as soon as possible to set up an appointment for an enrollment interview at your convenience.

Again, thank you for your interest in the program.

Sincerely,



CHAPTER 10.00 - ENROLLMENT

10.03 - SCHEDULING THE ENROLLMENT INTERVIEW01 - Setting the Enrollment Levels

Each month, the HAO establishes a target for clients to be scheduled for enrollment interviews that month in order to reach the planned monthly enrollment levels. Enrollment interviews are scheduled during the month until the target monthly enrollment rates are reached. If a large number of clients turn down the invitation for the interview, are determined ineligible, or choose not to participate, new households are to be contacted and offered enrollment until the monthly level is reached. However, if enrollment takes longer than expected, or if too many households have to wait an unreasonably long period to be scheduled for an interview, levels for subsequent months may be changed.

02 - Making Initial Contacts

The majority of enrollment interviews are held at the HAO. However, when there are several applicants living in a remote area, enrollment interviews may be conducted in a public or community facility more conveniently located for these households or in their homes.

To schedule the interview, the HAO may: (1) attempt to telephone the client first, and then follow up with a letter (Form 10.03-2) asking the client to contact the HAO if he has not been reached, (2) send the letter first, and then follow up with telephone contact attempts if there is no prompt response, or (3) in certain cases, the appointment may be arranged during the initial Preliminary Application contact. When option 2 is used, instructions on information the client should bring to the interview may accompany the letter.

If contact has not been made within two weeks of the first attempt, additional attempts (by telephone and/or mail) will be initiated. The extent of these attempts will depend on workload conditions at the time.

If the client has not responded to the mailings and cannot be reached by telephone, the name will be removed from the active scheduling roster. The client may be notified of this action by a letter (Form 10.03-2a). If the client has not responded one week after the letter is sent, the Enrollment Application is filled out with appropriate entries and the client is dropped from the roster.

The computer generated Scheduling Roster (Form 10.02-3) may be used to organize contacts and record their results. The Roster contains all the information that was provided by the client in the Preliminary Application. If it is indicated on the Roster that information was missing, the client is asked to furnish the missing information, which is entered on the Scheduling Roster or on Scheduling Cards. A Preliminary Application correction form (see Section 10.02.02) using the notations on the Scheduling Roster or Cards may be filled out and computer processed.

Once the information from the Preliminary Application is completed the enrollment interview appointment is arranged. The head of household, along with other members of the household who wish to attend, are encouraged to attend the interview. Clients are informed that it will be necessary for the head of household to be present at the interview since he/she must sign the Enrollment Application and other enrollment documents. The household is asked to call the HAO if they are unable to keep the appointment.

For those who accept the enrollment interview appointment, the contacting staff member goes over the type of information the client should bring to the interview. A letter (Form 10.03-1) confirming the appointment, date, time, and place, and itemizing the income information and documentation required may be sent to the household. A brochure containing information about the program may accompany the letter. For clients who are scheduled for interviews shortly after the telephone contacts and who, therefore, will not receive the confirmation letter and documentation list in time, the staff member discusses the documentation list over the telephone.

03 - Dealing with Turn Downs and Probable Ineligibles

If the client turns down the invitation to attend the enrollment interview, Part I and Part IX of the Enrollment Application Form

(Form 10.05-1) are completed. A letter may be sent to the client confirming the client's desire not to complete the interview because of probable ineligibility (Form 10.03-5a) or for other reasons (Form 10.03-5).

04 - Scheduling Backlogs

Households that have not been contacted for scheduling one month after the receipt of their Preliminary Application may be notified by letter (Form 10.03-3) that they have not been contacted because of the volume of applications. Households are notified periodically thereafter as appropriate.

05 - Interview Attendance Problems

In cases where a household does not show up for a scheduled enrollment interview, the household is contacted to determine the reasons why and to arrange for a new appointment. If the household fails to attend the rescheduled session, it is sent a letter (Form 10.03-4) informing it that it has been dropped from the enrollment roster, and that it should contact the HAO if it wants to be rescheduled. Where there is a good reason for the missed session, the household's name is not removed from the scheduling roster, and the household is rescheduled for another appointment. When a client cannot attend an enrollment interview at the HAO (especially the elderly and handicapped), a home interview may be arranged.

The Housing Allowance Office

MODEL LETTER TO CLIENTS CONFIRMING ENROLLMENT
OR RECERTIFICATION APPOINTMENT

Dear (Client):

We would like to confirm your appointment for an interview at

_____ (Place)

on _____ at _____
(Date) (Time)

When you come to the interview, please bring the information listed on the attached pages that applies to your household. The list looks very long since it covers all possibilities, but we have found that for most households only a few of the items on the list apply. IF YOU CAN'T FIND COPIES OF REQUESTED INFORMATION THAT DOES APPLY, PLEASE COME TO THE INTERVIEW ANYWAY. There are usually other ways to secure needed documentation.

Please telephone _____ at _____
(Client Services Technician) (Phone No.)

if you are unable to attend.

We are looking forward to seeing you.

Sincerely,

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL FORM: INFORMATION/DOCUMENTS TO BRING WITH
YOU WHEN YOU COME FOR YOUR INTERVIEW1. Members of Your Household

We will need to know the names, birthdates, social security numbers (when they apply) of *all* the people who live with you. We will also need to know their relationship to the head of the household.

To help reduce the time spent in the interview, you may want to complete and bring to the interview the table which appears below. Please start with the name of person you have chosen to be head of the household.

	<u>Name</u>	<u>Relationship to Head of Household</u>	<u>Birthdate day/mo./year</u>	<u>Social Security No.</u>
1.				
2.				
3.				
4.				
5.				
6.				

2. If You Are 62 Years of Age or Over, Disabled, Handicapped or
Have Been Displaced by Government Action or Natural Disaster

The head of household will be asked to show proof of age if he or she is 62 years of age or older. A driver's license, birth certificate, baptismal record, medicare card, or insurance policy can be used for this purpose. If you are a single member household under the age of 62, please bring proof of disability assistance from public agencies if you are disabled or handicapped; or, if you have been forced to move by governmental action, please bring the notice to vacate from the agency; or, if you have been forced to move because of a natural disaster, please bring notice of eligibility from the Disaster Field Office.

3. If There is a Student Over 18 Years of Age in Your Household

If any member of your household is 18 years of age or older and a full time student, we will need to see his or her current registration form. If the student has been accepted but has not yet enrolled, we will need a letter of acceptance from the school or institution.

4. Assets and Liabilities

Please bring in the following for every member of your household, if they apply. It may be necessary for us to make copies of the original documents you have brought with you:

- o List of Stocks, Bonds, or Mutual Funds.
- o Saving Account Passbooks, Bank Statements, Certificates of Deposit.
- o Monthly Mortgage Book or Bank Statements which show how much you pay in mortgage principal and interest every month.
- o Your latest Real Estate Tax Statements, showing your tax assessment on your home as well as any other real estate you may own.
- o Current Bank Balance or recent Bank Statement for Checking Accounts.
- o Current Bills and Loan Contracts showing any outstanding debts. This includes bills from credit cards, stores, loan institutions, banks, etc. Normally you will not need to bring bills for items less than \$100. YOU DO NOT NEED TO BRING ANY BILLS IF TOTAL DEBTS DO NOT EXCEED \$2,000 OR YOU HAVE NO ASSETS AS LISTED ABOVE.

5. Earned Income

Please bring in the following if they apply to members of your household who are 18 years of age or older. We will make copies of original documents if you do not have copies. If you do not have the documentation listed, we can obtain the information from your employer or the appropriate agency with your permission:

- o Recent Income Tax Form. If you and other members of your household 18 years of age or older have completed a Federal Income Tax Form (Form 1040) for the most recent calendar year, please bring your copy of the forms to the interview.
- o Current Regular Jobs. Bring the most recent pay stub or a statement from the employer as to the current rate of earnings.
- o Current Jobs Where Earnings change from Week to Week. Bring pay stubs, or a statement from the employer, showing earnings over the past two months.
- o Self-employment. Bring a recent income statement, signed by a Certified Public Accountant or a copy of your last income tax return, whichever is more recent.

6. Rental Income From Real Estate

If you rent out any rooms in a home you own, or rent any other real estate you own, please bring your latest income tax form (Schedule E and, if you filed one, Form 4831). If this is not available, bring copies of leases or other agreements specifying the amount of rental income you receive. If neither is available, bring copies of receipts and expenses for rental income.

7. Pensions, Benefit Income and Other Income

If any member of your household earns income from any of the following sources, please bring the information suggested. Where an award letter is requested, be sure that it specifies the *current* amount of income you receive:

- o Pensions and Annuities. Bring the latest check from the issuing institution.
- o Social Security. Bring your award letter and know the amount of your latest check.
- o Unemployment Compensation. Bring your Determination Letter Form #200 or UC 30 for unemployment, or your latest check.
- o Supplemental Security Income (SSI). Bring your award letter and know the amount of your latest check.
- o Aid to Families with Dependent Children (AFDC). Bring your award letter and know the amount of your latest check.
- o Workmen's Compensation. Bring Approval of Benefits Form DOL 208 and know the amount of your latest check.
- o Alimony. Bring the court order.
- o Child Support. Bring the court order.
- o Educational Scholarships and Stipends. Bring your award letter, and statements showing expenses for tuition and fees.
- o Support for Foster Children. Bring your award letter.
- o Veterans Benefits. Bring your award letter VA Form 22-1993 and know the amount of your latest check.
- o Trade Union Benefits. Bring a statement from the union or a check stub.
- o Other Public Assistance. Bring your award letter and know the amount of your latest check.

8. Care of Sick, or Care of Children

If you pay for someone to take care of your children or a member of your household who is ill in order for you to work, please bring any receipts from the provider of this care.

9. Unusually High Medical Expenses

Please bring in all cancelled checks or other proof of payment for expenses you made over the past 12 months for doctor bills, dental bills, hospital care, medical insurance premiums, etc., which were not paid for. YOU DO NOT NEED TO BRING THIS INFORMATION UNLESS YOU HAVE HAD UNUSUALLY HIGH MEDICAL EXPENSES (GREATER THAN 3 PERCENT OF TOTAL HOUSEHOLD INCOME).

10. Alimony and Child Support Paid Out

If you make alimony or child support payments, please bring in the court ordered documents which relate to these payments and proof of actual payments (for example, cancelled checks).

The Housing Allowance Office

MODEL LETTER TO CLIENTS TO ARRANGE AN ENROLLMENT INTERVIEW

Dear (Client):

We have received your Preliminary Application and would like to arrange an enrollment interview for you.

(Since we have found it difficult to reach you at home), please call to schedule an enrollment interview if you have not yet heard from us.

When calling, ask for a staff member who will schedule an appointment at a time that is convenient for you. The telephone number is

 (Phone) .

We look forward to hearing from you.

Sincerely yours,

The Housing Allowance Office

MODEL LETTER TO CLIENTS WHO HAVE NOT CONTACTED
THE HAO TO ARRANGE AN INTERVIEW

Dear (Client):

It has been several weeks since we received your application for the Housing Allowance Program. At that time, we sent you a letter inviting you to call or write the Housing Allowance Office to schedule an enrollment interview.

We have not heard from you and have made numerous attempts to contact you. Because we have not heard from you, we assume you are no longer interested in applying for the Housing Allowance Program.

If we do not hear from you in one week, we are withdrawing your name from the active list of applications. If you should decide in the future that you want to be scheduled for an enrollment interview, please contact us.

Sincerely,

The Housing Allowance Office

MODEL REMINDER NOTICE TO CLIENTS WHO HAVE NOT
YET BEEN CONTACTED FOR SCHEDULING

Dear (Client):

Because of the large numbers of applications we have received for enrollment in the Housing Allowance Program, we have not yet been able to schedule you for an enrollment interview.

We will call you as soon as we can to set up an appointment with you. If your address or telephone number changes, please let us know.

Again, we are sorry for the inconvenience this delay may have caused you, and we will be in touch with you soon.

Sincerely,

Client Services Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER TO CLIENTS WHO DO NOT RESPOND TO
THE SECOND SCHEDULED ENROLLMENT INTERVIEW

Dear (Client):

Because you have missed your second appointment for an enrollment interview, we must assume that you are no longer interested in the Housing Allowance Program.

Therefore, we have removed your name from the active list of applicants. In the event your interest in the program should be renewed, please contact us.

Sincerely,

The Housing Allowance Office

MODEL LETTER TO CLIENTS WHO TURN DOWN THE
ENROLLMENT INTERVIEW APPOINTMENT

Dear (Client):

This letter is to confirm a recent conversation you had with a member of the HAO staff in which you decided not to attend an interview to enroll in the Housing Allowance Program.

If your situation should change in the future, and you want to be scheduled for an enrollment interview, please contact us.

Sincerely,

The Housing Allowance Office

MODEL LETTER TO CLIENTS WHO DECIDE NOT TO ATTEND AN ENROLL-
MENT INTERVIEW BECAUSE OF PROBABLE INELIGIBILITY

Dear (Client):

This letter is to confirm the conversation you had with a member of the HAO staff in which you decided not to complete an interview to enroll in the Housing Allowance Program, because you believed your household would probably not be eligible:

Because your total annual household income (approximately \$ _____) would put you over program income limits.

Because your total assets are above program asset limits.

Because you reside in subsidized housing and do not want to move to other housing.

If your situation changes and you believe you may be eligible, please contact us. We appreciate the time and effort you have contributed to the program.

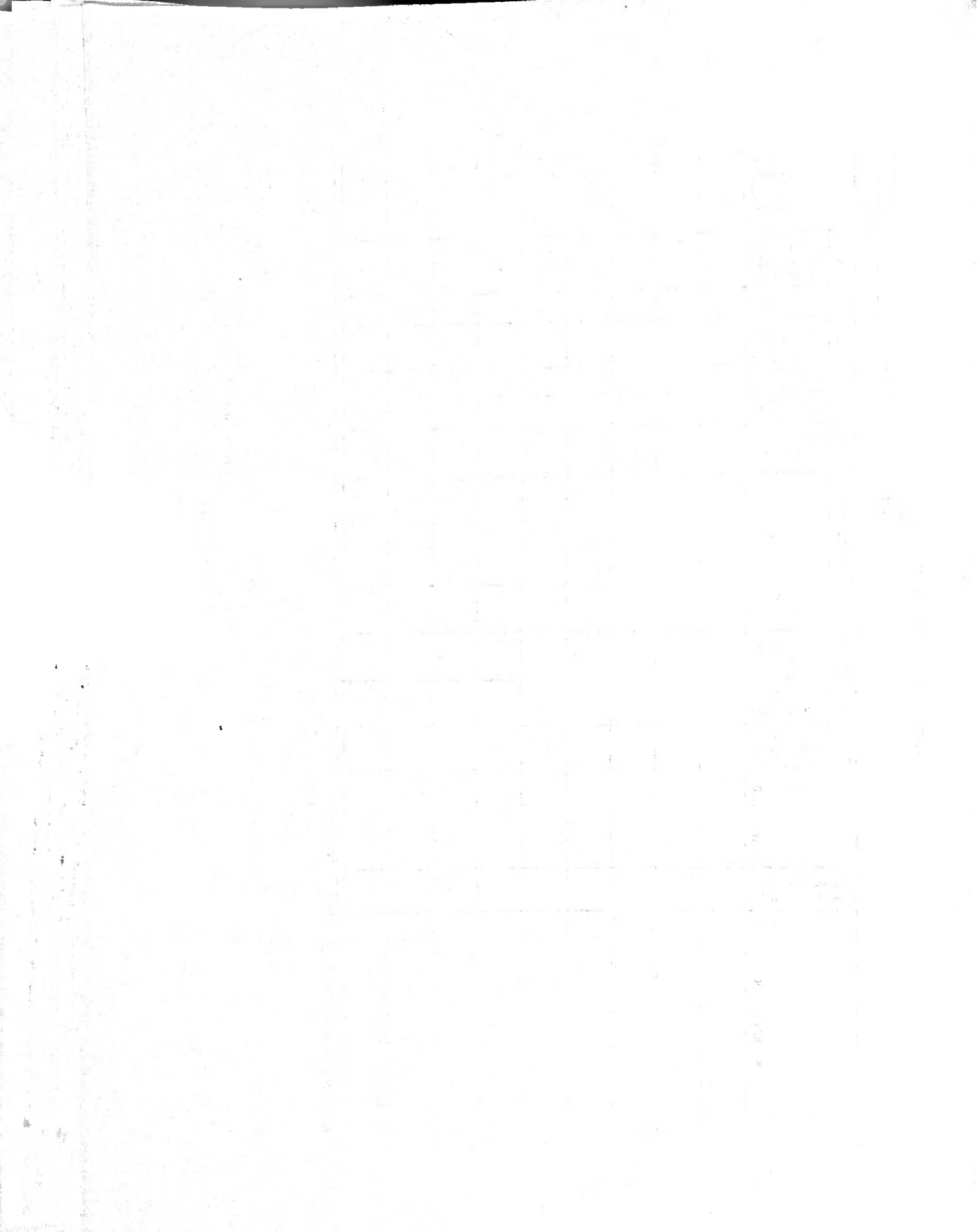
Sincerely,

MODEL: DAILY INTERVIEW SCHEDULE
Specialist
Interviews Scheduled for

(Date)

NAME/TELEPHONE	TIME OF INTERVIEW SCHEDULE	CLIENT I.D.	TWO DAYS BEFORE				PHONE CONSULTATIONS		SHOW - DISPOSITION					NO-SHOW DAY OF INTERVIEW				
			CONTACTED DAY	CONTACTED NIGHT	NOT CONTACTED	PHONE TURN DOWN	DATE OF RE-SCHEDULE	NOT RE-SCHEDULED	INELIGIBLE	ELIGIBLE	DECLINED INTERVIEW	PENDING	INTERVIEW LENGTH IN MINUTES					

COMMENTS OR DIRECTIONS ON SPECIFIC FOLDERS:



CHAPTER 10.00 - ENROLLMENT

10.04 - THE ENROLLMENT INTERVIEW: PROGRAM EXPLANATION01 - Overview

The enrollment interview covers five basic areas:

- o Explaining the program (Part I).
- o Completing the Enrollment Application Form.
- o Determining eligibility and calculating the household's housing allowance entitlement.
- o Explaining the Program (Part II), if the household is eligible.
- o Signing the Participation Agreement, if the household is eligible.

Whether all of the above areas are covered in the interview depends on whether the client (1) has provided sufficient information, (2) turns down the program or wishes more time to make a decision to participate, (3) breaks off the interview, or (4) if at any point in the interview it is apparent that the household is clearly ineligible.

While the length of each enrollment interview will vary with the complexity of each household's circumstances, it is an operating goal that the interview last no longer than 1.5 hours. Interviews are conducted in a manner that helps to make applicants comfortable and helps them to respond with ease.

Applicants should be greeted in a friendly and courteous manner, and the interview should be conducted so that the applicant feels important to the HAO.

02 - Privacy Act Notice Statement

Each household attending an interview is given a copy of the *Privacy Act Notice Statement* (Form 10.04-2) before the interview commences. The interviewer orally summarizes the content and implications of the Statement

and answers any questions that the household may have. (This requirement is applicable to all recertification and reinstatement interviews as well as to enrollment interviews).

03 - Explanation of the Program

The explanation of the program is divided into two parts. The first part is given to the client at the beginning of the enrollment interview and covers those aspects of the program which are pertinent to the completion of the Enrollment Application. The second part covers the conditions of program assistance and is given prior to the execution of the Participation Agreement only to clients who have been determined eligible after the completion of the Enrollment Application.

At the beginning of the interview, the interviewer asks the client if he received an information brochure and if he has read it. Using a copy of the *Participation Manual* (Form 10.04-1) as a guide, the Client Services Specialist covers the following topics of Part I of the Program explanation:

- o Options in program: rent, homeownership, home purchase.
- o Duration of assistance and length of program.
- o Eligibility requirements to enroll, including residency, location, household composition, income and assets.
- o The purpose of the Enrollment Application and the need to obtain information about the household to determine eligibility and for research purposes.
- o The need for verification of information provided by the client.
- o The policy that all information provided by the applicant (at the interview, later in writing, or over the telephone) to the HAO is treated on a confidential basis.

The interviewer then proceeds to administer the Enrollment Application (see Section 10.05). When the interviewer comes to a part of the Application which deals with one of the eligibility criteria, a detailed explanation of that criterion is given before the questions are asked. For example, before asking the questions in Part V, the interviewer covers the income

eligibility requirement, and how income affects the calculation of the household's maximum entitlement. Likewise, before the allowance entitlement is calculated, the interviewer covers how the allowance payment helps to determine eligibility and the difference between the allowance entitlement and actual payment.

After the Enrollment Application has been filled out, and if the client is eligible, the interviewer covers the following topics referring to the Participation Agreement and appropriate parts of the *Participation Manual* (Form 10.04-1):

- o Things the client must do before payments can begin.
- o The nature of the housing allowance payment (including a discussion of waivers and advances).
- o Summary of program benefits and obligations.
- o Recertification and reporting to the HAO.
- o Housing evaluation requirement.
- o Lease requirements for renters.
- o Suspension and termination.
- o The HAO appeals process.
- o Housing information and equal opportunity services.
- o Who the client should contact if he has further questions.

PARTICIPATION MANUAL
for the
BROWN COUNTY
HOUSING ALLOWANCE PROGRAM

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1. WHAT IS THE HOUSING ALLOWANCE PROGRAM?

Many people today cannot afford to pay enough to obtain housing that is in good condition. This is a problem for many hardworking families as well as those unable to work. It is a particular problem for the elderly, living on fixed incomes. However, it is really a problem that affects everybody. If many people are unable to pay enough to assure good maintenance, the quality of housing in our communities is going to decline.

The Housing Allowance Program is a new and different way to help meet this problem. Its main features are:

- o Monthly housing allowance payments for renters and homeowners for housing. If your household is eligible, the program offers you a payment each month to help with your housing expenses.
- o Your choice of housing as long as it meets program standards. You can receive monthly payments whether you choose to remain in your present home or to move to some other house or apartment in Brown County. Payments may continue for renters who buy their own home and for owners who decide to sell and then rent. However, the dwelling you live in at any time must be evaluated and approved as decent, safe, and sanitary housing.
- o Long Term Program. If your household remains eligible and continues to meet program requirements, you can continue to receive monthly payments until the end of the program in March 1984.

Housing Allowance Programs are being tried out in Brown County and eleven other places across the country to learn how well housing allowances help households of modest means to afford decent, safe and sanitary housing in neighborhoods of their choice. The Housing Allowance Office of Brown County, Inc. (HAO) operates the Housing Allowance Program. The U.S. Department of Housing and Urban Development (HUD) has provided funds for the program through a ten-year contract with the Brown County Housing Authority. The HAO operates the program on behalf of the Housing Authority.

2. WHO IS ELIGIBLE?

To be eligible for the program, your household must meet the following criteria. (For a more complete explanation see the Appendix, "Standards for the Allowance Program.")

- o Place of Residence. Only households living in Brown County are eligible for the program.
- o Household Composition. To be eligible, your household must be one of the following (see Appendix, Items A2 through A12):
 - A household consisting of two or more persons, at least one of whom is an adult, who live together and who are related to each other by blood, marriage or operation of law.
 - A household consisting of one person who is 62 years of age or older, or a household consisting of one person 18 years of age or older who is disabled or handicapped or who has been forced to move because of a federally proclaimed disaster or by federal, state or local public action.

Once an eligible household as defined above exists, unrelated persons may count as eligible household members if they live with the household and are dependent on it for 50 percent or more of their support. Other single persons between 18 and 62 years of age are also eligible, but the number of such households that may receive payments is limited to 10 percent of the total recipients authorized for the program under its Annual Contributions Contract.

If there are other individuals living with your household who are neither related nor dependent (such as roomers or boarders) these individuals may not be counted as members of your household. They may apply for their own separate allowance payment if they are eligible.

- o Assets. To be eligible, your household's total net assets (savings accounts, home equity, etc.) cannot be greater than the program asset limits. These limits change from time to time. The HAO staff will tell you the limits in force for any particular date. (See Appendix, Items A18 through A20.)
- o Subsidized Housing. While you are living in housing which is assisted under most existing government subsidized housing programs you will not be eligible to receive housing allowance payments under this program (see Appendix, Item A21).

- o Income. Your eligibility in the program and the size of allowance you receive depend largely on your household income. (See Appendix, Items A13 through A17.) The specific rule is that to enroll, your income must be low enough that your maximum allowance payment works out to be at least \$10 per month. (This rule will be understood better after reading the following section which describes how the allowance payment is calculated.)

3. HOW YOUR ALLOWANCE PAYMENT IS CALCULATED

The amount of the monthly housing allowance payment for each eligible household is determined individually in your private enrollment interview using the method described below. Basically, the higher the income, the lower the amount of the allowance payment; or, as income goes down, the monthly payment goes up. Your HAO Client Services Specialist will calculate the amount of your monthly payment as follows:

- o Your household income. He first adds up all of the income received by all members of your household (except those under 18 years of age and full-time students who are not the head of household or spouse). For each item, he will try to use the most up-to-date information. For example, if you have a steady income (salary, Social Security, etc.) he will take the amount of your last monthly check and multiply by 12 to get an annual rate. If your income is not steady, as is often the case with self-employed persons or seasonal workers, he will project an annual rate based on your actual income for a recent period.
- o Adjusted income. He will then subtract deductions for dependents, unreimbursed major medical expenses, and other items. The result, your "adjusted income", is the basis for determining your eligibility and your maximum allowance payment.
- o Standard Cost of Adequate Housing. The Standard Cost of Adequate Housing for each size of household is determined by the HAO and HUD from studies of the local housing market. It is the typical monthly cost in Brown County of a housing unit that is large enough for the household and is kept in good condition. The Standard Cost of Adequate Housing is periodically updated to allow for inflation in local housing costs.
- o Your Maximum Housing Allowance Payment. Your maximum housing allowance payment is the difference between (a) the Standard Cost of Adequate Housing for a household of your size and (b) the amount that it would be reasonable to expect a household with your income to be able to afford for housing (defined for this program as 25 percent of your "adjusted income").

A simplified example might give you a better idea of how the calculation works. For a household with 4 members (a couple with 2 children) who enrolled in December 1975, and with a total income of \$4,500 per year, the calculation might be:

Total Income	\$4,500 per year
Minus Deductions	- \$1,125 per year
Equals Adjusted Gross Income	= \$3,375 per year
which is the same as	\$ 281 per month
Standard Cost of Adequate Housing (4 persons)	\$ 145 per month
Minus 25% of Adjusted Gross Income	- \$ 70 per month
Equals Maximum Allowance Payment	= \$ 75 per month

Regardless of the "maximum" that is calculated, the payments cannot be greater than your average housing expenses. Most participants will have actual housing expenses that are greater than the maximum payment defined above. They will receive the maximum each month and do not have to worry about this provision. Some, however, may have actual expenses below the maximum and in these cases the monthly payments cannot be greater than the amount of those expenses. Your expenses will be determined in the enrollment interview in the following way:

- o For renters. Housing expenses are the amount of your rent plus utilities (except telephone) which are not included in your rent. For convenience we use a standard rate for utilities rather than to go through the details of your own monthly utility bills.
- o For homeowners. Housing expenses include your interest on your mortgage payment (and interest on any payments on other loans secured by your home) plus property taxes and assessments, insurance, utilities (except telephone), and normal maintenance. Again, for convenience we use standard rates for insurance, utilities, and maintenance.

4. WHAT YOU MUST DO BEFORE PAYMENTS BEGIN

You will receive your first payment after the following steps have been carried out:

1. ATTEND AN ENROLLMENT INTERVIEW AND SIGN A PARTICIPATION AGREEMENT.

At the interview, the rules and regulations of the Housing Allowance Program are described as they are contained in this Manual, and any questions you have are answered. An Enrollment Application is then completed which collects information on your household (income, composition, assets, housing expenses, etc.). This information is used to determine your eligibility to participate in the program and to calculate the amount of the allowance payment to which you are entitled.

- o Confidentiality. The HAO will use its best efforts to handle the information you provide during the interview and at any other time during your participation in the program in a strictly confidential manner. No one at the HAO is permitted to give any information that identifies your household to anyone not involved with the program, except with your written permission or as required by law.
- o Participation Agreement. If you have been determined eligible, you will be invited to sign a Participation Agreement covering your rights and responsibilities as a participant. There is one Participation Agreement for renters, and another separate Participation Agreement for homeowners.
- o Verification. You are also asked to bring in certain documents to support the information you provide at the enrollment interview. This information may be verified by the HAO if it is determined that you are eligible. You may also be asked to sign forms requesting your employer, and other income sources, to release information needed by the HAO to confirm what you have told us. No one will be contacted without your permission. Please note that if you have provided sufficient supporting documents as requested, the need to contact employers and others will be reduced.

2. HAVE YOUR HOUSING UNIT EVALUATED AND APPROVED AS MEETING PROGRAM

STANDARDS. Arrangements will be made for a member of the HAO evaluation staff to evaluate the housing unit in which you live and any other unit

to which you plan to move. You must live in a unit that has been evaluated and approved as meeting program housing standards before you can receive payments. The housing standards are described in Section 8.

3. SUBMIT A SIGNED, HAO APPROVED "LEASE AGREEMENT" TO THE HAO (AN ADDITIONAL STEP FOR RENTERS ONLY). Once you have found a place that has been evaluated and meets program housing standards, you and your landlord must sign a standard "Lease Agreement" form provided by the HAO that contains basic terms required by law, and submit it to the HAO. You will be given the form at the enrollment interview. The HAO must review it only to see that it has been properly filled out and signed. The "Lease Agreement" is described in Section 9. *Be sure you do not sign a "Lease Agreement" until you receive notice from the HAO that the housing unit has been evaluated and approved.*

You will receive your first payment as soon as your papers can be processed after these steps have been completed. A Notice of Payments Authorization will be included with your first payment. It will tell you that you are authorized to receive payments and what the amount of your regular monthly payment will be. (Your first payment may be less than the regular amount since it may cover less than a full month).

5. ABOUT THE USE OF YOUR PAYMENT

REGULAR MONTHLY PAYMENTS. Your monthly housing allowance payment will be in the form of a check which is payable to the head of your household (or another adult member of the household designated as the payee). It will be mailed to you in time for you to receive it by the first of each month. When you receive your payment, you should detach the stub and save it for your records. You should make special note of the following:

- o Amount of Your Rent. There is a statement on the stub which says, "Renter, notify the HAO if your rent is not \$XXX.XX." This indicates the amount of your monthly rent according to HAO records. If your rent is different, you must call the HAO and let your Client Services Specialist know your correct rent.
- o Statement on Housing Expenses. The back of the check contains a statement that you will use an amount at least equal to the amount of your payments for housing expenses (as defined at the end of Section 3). By endorsing the check, you will be affirming your compliance with this rule.
- o Adjustments. The boxes on the stub contain the following information. "Entitlement" is the amount of your regular monthly payment. "ADE" is the amount of any adjustments made to your payment for previous overpayments or underpayments. "ROA" is the amount of a deduction from your payment for the repayment of an advance. "Net Pay" is the amount of this payment as is printed on the face of the check and is the difference between your "Entitlement" and any adjustments. Adjustments will not be required very often, so "Net Pay" will usually be the same as your "Entitlement."

USE OF HOUSING ALLOWANCE PAYMENT FOR HOUSING EXPENSES. The purpose of housing allowance payments is to help with your housing expenses--not for other uses. Therefore, over the six month periods between recertifications, you must actually spend an amount for housing which is at least equal to the amount of the payments you receive. This is a program requirement.

REPORTING LOST, STOLEN OR MISPLACED CHECKS. If you have not received your regular housing allowance payment by the first of any month, please

call the Client Services Specialist so that we may take action to help locate the check or issue you a replacement.

YOUR HOUSING ALLOWANCE PAYMENTS AND INCOME TAX REPORTING. Allowance payments from this program are not taxable; therefore, you do not have to report them for either Federal or state income tax purposes.

YOUR HOUSING ALLOWANCE PAYMENTS AND BENEFITS RECEIVED FROM PUBLIC ASSISTANCE PROGRAMS. Participation in this program will not affect the benefits you are entitled to under some other public assistance programs, but it will affect benefits in others.

- o There will be no effect for Supplemental Security Income (SSI), Aid to Families with Dependent Children, or pensions administered by the Veterans Administration. Your allowance payments are not to be counted as income in calculating eligibility or assistance for these programs. If any official connected with these programs has questions about the exemption for housing allowance payments, please have him call the HAO Director.
- o Other programs (such as Wisconsin Homestead Tax Relief) have not provided an exemption for housing allowance payments. You should contact an official connected with these programs to find out how your allowance payments will affect your status with them.

ADVANCES. When you are moving into a new unit, you may receive an advance from the HAO to help you cover security deposits required by your landlord, or deposits required by utility companies (except telephone). The HAO will grant advances for these purposes if the deposit is a standard requirement of the landlord or utility company.

- o The amount of the advance cannot be greater than two months' rent, four monthly housing allowance payments or the actual amount of the deposits, whichever is less.
- o The advance will be repaid to the HAO by deductions from the monthly housing allowance payments.
- o If you want an advance, fill out the Request for Advance Form given to you at your enrollment interview and submit it to the HAO.

6. SUMMARY OF PROGRAM BENEFITS AND OBLIGATIONS

The following is a summary of the benefits you will receive and the obligations you will have while you are a participant in the Housing Allowance Program. These are stated here in the same way as they are stated in your Participation Agreement except that references have been added to show you the sections in this Manual where there is further discussion about individual items.

PROGRAM BENEFITS. While you are a participant in the program, you will receive the following benefits:

1. A housing allowance in an amount as determined under Standards for the Allowance Program, payable each month until March 1984, so long as you remain eligible for assistance and fulfill your obligations as a participant (Sections 2, 3, and the Appendix).

2. Assurance that the HAO will use its best efforts to treat in a strictly confidential manner any information you provide to the HAO which could identify you or members of your household (Section 4).

3. Written notice of any reduction, suspension or termination of your housing allowance together with an explanation of the reason for the change (Section 10).

4. The opportunity to use an appeals procedure, by which you may appeal certain decisions of the HAO staff (Section 11).

5. The opportunity to receive information about finding and obtaining decent, safe, and sanitary housing and about equal opportunity in housing (Section 12).

OBLIGATIONS OF PARTICIPANTS - RENTERS AND HOMEOWNERS. While you are a participant in the program, you will have the following obligations:

1. To provide accurate information to the HAO about your household and to permit the HAO to verify such information as required by the program. This requires you to return to the HAO once every twelve months for an annual recertification interview and to provide information at other times as the HAO may require (Section 7).

2. To reside only in housing that has been approved by the HAO in writing as meeting Standards for the Allowance Program relating to housing

and occupancy, and to permit the HAO to evaluate your housing unit as required by the program (Section 8).

3. To spend an amount for housing expenses during each six month period at least equal to the allowance payments which you receive during that period (Sections 3 and 5).

4. To notify the HAO: (a) before you change your residence; and (b) within two weeks after you have received a larger or smaller allowance payment than the HAO has notified you that you will receive (Section 7).

5. To return to the HAO any amounts you receive in excess of the housing allowance you are entitled to receive. You are not entitled to receive housing allowances: (a) in excess of the amount the HAO has notified you in writing you will receive; (b) in excess of the amount you spend for housing expenses during a six month period; and (c) after you have failed to fulfill your obligations as a participant.

6. To abide by the Standards for the Allowance Program, a copy of which is furnished to you (Appendix).

OBLIGATIONS OF RENTER PARTICIPANTS. If you are a renter, you will have the following additional obligations as a participant.

1. To enter into an HAO approved "Lease Agreement" for each unit in which you reside as a participant and to have such an agreement in effect at all times while you are a participant (Section 9).

2. To notify the HAO: (a) before you terminate your "Lease Agreement"; and (b) within two weeks after you agree to any change in your rent or responsibility for utilities under an existing "Lease Agreement" for your present housing unit (Section 9).

3. To enter into a Homeowner's Participation Agreement to take the place of your Renter Participation Agreement, if you purchase a home and wish to continue to participate in the program.

OBLIGATIONS OF HOMEOWNER PARTICIPANTS. If you are a homeowner, you will have the following additional obligations as a participant:

1. To notify the HAO before you sell your home.

2. To enter a Renter's Participation Agreement if you wish to move to a rental unit and continue to participate in the program.

MODIFICATION, SUSPENSION AND TERMINATION OF PROGRAM BENEFITS. It is also important for you to understand how your benefits may be modified, suspended or terminated. In summary:

1. The amount of your housing allowance payment may be increased or decreased by the HAO because of changes in your household income, size or housing expenses. The HAO shall not be required to make such adjustments more frequently than semiannually, and any increases or decreases due to a change in household size or income will not be retroactive (Section 7).

2. Your participation in the Housing Allowance Program and your Participation Agreement may be terminated or your participation suspended by the HAO, if: (a) your household becomes ineligible for the program; or (b) you have failed to fulfill your obligations as a participant (Section 10).

3. You may withdraw from the Housing Allowance Program and terminate your Participation Agreement at any time merely by notifying the Housing Allowance Office in writing of your decision to do so (Section 10).

7. RECERTIFICATION AND REPORTING TO THE HAO

RECERTIFICATION. The purpose of recertification is to provide a continuing check on your eligibility and to adjust the amount of your payment when there are changes in your income or household status.

- o Annual Recertification. You will be required to meet with a Specialist one year after you have enrolled and annually thereafter for a recertification interview. Each time you will be asked to bring supporting documentation and provide information about your household similar to that requested in your initial enrollment interview. The HAO will contact you to make an appointment for your annual recertification each year.
- o Semiannual Recertification. At the six-month point between annual interviews, you may be asked to provide similar information by mail to the HAO on a form that we send you (and in some cases to provide additional information by phone or in an interview). You may be asked to fill out the form and return it to the HAO within two weeks after you receive it.
- o Verification. All information you provide for recertification will be subject to verification by the HAO.
- o Calculating Changes in Your Payment. The HAO will calculate changes in your payment on the basis of the information you provide, using the same procedures that are used when you enroll (described in Section 3). If your income or the size of your household has changed, your allowance payment will probably have to be changed. If, based on the new information, you no longer meet the eligibility criteria for the program (Section 2), your participation will have to be terminated. (The only change in the eligibility criteria after you have enrolled is that the \$10 allowance payment cut-off no longer applies--that is, you will still be eligible as long as your allowance payment is calculated to be more than zero.)
- o You will be notified in writing of the results of the HAO review of the information provided at recertification, and when changes, if any, in the amount of your payment will take effect.
- o Retroactive adjustments will not be made. The HAO will not pay you extra or attempt to collect any money from you because a change in your income or household size recorded at the time of recertification actually occurred some time before.

REPORTING TO THE HAO BETWEEN RECERTIFICATIONS. To avoid red tape, we have attempted to cut to a minimum the number of administrative actions required between regular recertifications.

You do not have to notify us of changes in income, assets or household size between regular recertifications except for a few special circumstances. The most important are:

- o If it has been determined at the time of enrollment or some other recertification that your household has lost its primary source of earned income over the past three months, or has an adjusted income of zero. In this case, it is very likely that there will be other major changes soon (for example, if you start receiving unemployment insurance), and we need to obtain new information about them.
- o If the head of your household dies or moves away, and some household members remain in the previous residence. In this case the right of remaining members to continued payment ceases until a new household head is designated and a new Participation Agreement signed. Information must also be provided about the changes in household status. If the household head has moved and wishes to receive payments, he/she must also provide information on household status changes.

But you may report changes that create a hardship for your household at any time (defined as reductions of \$40 or more per month in income, or increases in household size). Modifications to your payments to reflect such changes will be made as soon as administrative capacity permits.

It is very important that you notify the HAO in the following circumstances:

- o You must notify the HAO as soon as possible if you plan to move so that there will be enough time to schedule an evaluation of the unit (and if you are a renter, have your "Lease Agreement" reviewed) before hand. Reporting a move is a program requirement and you risk termination if you do not do so before the move takes place. You also have to reimburse the HAO for any payment made to you while living in a housing unit which has not been evaluated and approved.

- o You must report any errors in the amount of any payment you receive within two weeks; that is, if the amount of your check is different than the amount that the HAO has notified you that you will receive. You must reimburse the HAO for any overpayment due to an error.
- o If you are a renter, you must notify the HAO immediately after you and your landlord change the amount of the rent or the responsibility for utilities in your present "Lease Agreement," or sign a new "Lease Agreement." Reporting such a change is a program requirement and you risk possible termination from the program if you do not do so within two weeks of the event.
- o If you are a renter, you must notify the HAO beforehand if your "Lease Agreement" is to be terminated. It is unlikely that you would terminate a "Lease Agreement" without signing a new one immediately thereafter. If you do, however, you risk termination from the program if you have not reported the fact to the HAO, and your payments will be suspended immediately. You also have to reimburse the HAO for any payment made to you while you were not living under an approved "Lease Agreement."

8. HOUSING EVALUATION

The apartment or house you live in must be evaluated by the HAO and certified as decent, safe, and sanitary housing. A housing unit will not be rejected because of minor deficiencies.

- o Summary of Standards. The standards are described in detail in the Appendix. In summary, your unit must:
 - Have adequate living space (size and number of rooms in relation to number of occupants).
 - Have adequate facilities and services (kitchen facilities, bath facilities, electricity, heat).
 - Have adequate natural light and ventilation.
 - Be free of any condition that would endanger the health and safety of the occupants (major structural defects, fire hazards, or other hazards).
- o When must your unit be evaluated? Your unit must be evaluated and approved at the following times:
 - Before you receive your first allowance payment.
 - Before you move to a new unit.
 - Once each year following your annual recertification.
 - At other times when it may be necessary to adequately enforce program standards.
- o Appointments for evaluations. Your Specialist will make arrangements after the enrollment interview to have a Housing Evaluator evaluate the unit in which you live.

The HAO will contact you to set up an appointment for each annual reevaluation, but you must contact us as soon as possible to request evaluations if you plan to move or when your unit has been repaired after having failed to pass an evaluation.

In all evaluations we ask that you arrange to be sure our Evaluator can gain access to your unit at the time of the appointment. Each evaluation will take about 45 minutes.

You will be notified of the results of each evaluation by mail.

- o If your unit does not pass its first evaluation you will not receive housing allowance payments until:
 - You arrange to have the house or apartment repaired or improved and it passes a second evaluation, or
 - You move to another housing unit which is evaluated and does meet program standards.

- o If your unit does not pass its annual reevaluation your payments will normally be suspended if you do not do one of the above (either arrange for acceptable repairs or move to another unit which is approved) by the 15th of the month which is two and one-half months following your annual recertification due date.

However, the HAO Director may grant an extension of this period in writing if you can demonstrate that there is a hardship in your case.

- He may grant an extension if your household size increases so that you no longer pass the occupancy standard because of a hardship situation; for example, if you have to take in a relative who no longer has the means to live elsewhere.
- He may grant an extension of up to four months additional if your unit has failed to pass one of the other housing standards, and due to reasons beyond your control you or your landlord cannot make the necessary repairs so quickly; for example, if material deliveries are delayed.

If you need such an extension, call your Client Services Specialist who will help you in making your request to the Director.

- o If you or your landlord disagree with the results of the evaluation, you should call the Housing Evaluation Supervisor at the HAO. This is the first step in the appeals process for housing evaluations which is outlined more completely in Section 11. You should note, however, that the HAO staff will not intervene or participate in your negotiations with your landlord about repairs or improvements.

9. LEASE REQUIREMENT FOR RENTERS

A standard "Lease Agreement" form (shown on the next page) which has been signed by the head of your household and the landlord or his designated agent, and approved by the HAO, must be in effect at all times when you are receiving housing allowance payments if you are a renter.

- o This "Lease Agreement" form will most often be used by itself. However, you may also attach it as a part of an existing lease or use it as the basis for a new lease with additional terms added.
- o Before you can get your first allowance payment this form must be signed, submitted to the HAO (in person or by mail) and approved by the HAO.
- o For payments to continue without interruption, a copy of the form must be signed, submitted and approved: (1) prior to the time you move into another rental unit; and (2) within two weeks after you and your landlord have amended the amount of the rent or the responsibility for utilities for your present unit.
- o You should be sure that the HAO has evaluated your unit and approved it as meeting program standards before you sign the "Lease Agreement." Remember, you cannot receive payments unless you are living in a unit which does meet program standards. By signing the "Lease Agreement" you are making a legal commitment to your landlord, and it would be very risky to do this without being sure of your payment status in the program.
- o HAO approval consists only of reviewing the form to see that it has been properly filled out and signed by you and your landlord and that none of the terms have been changed.
- o Your "Lease Agreement" is NOT automatically terminated at the end of the time period stated on the front of the form. You are required to sign a lease covering a minimum of one year. However, at the end of the specified term your lease is not automatically terminated, but rather it is automatically extended on a month to month basis until such time as you and/or your landlord take action to terminate. This means you do not have to notify the HAO or take any action at the end of the lease term unless you want to.

LEASE AGREEMENT

1. LEASE OF PROPERTY

A. Description of Property: The Landlord has agreed to lease to the Tenant the property located at _____

B. Rent: \$ _____ per month payable on _____ day of each month, in advance.

C. Utilities: It is agreed that the following defines responsibility for utility payments. Utilities paid for by the landlord are checked in boxes marked Landlord below. Utilities paid for by the tenant in addition to the rental amount stated in paragraph 1.B. above, are checked in boxes marked Tenant below. (If tenant and landlord share the expense for any item, both columns are checked.)

	Landlord	Tenant
Who is required to pay for lighting?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for fuel for cooking?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for heat?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for fuel for hot water?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for water?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for sewage costs?	<input type="checkbox"/>	<input type="checkbox"/>
List any other housing expenses and who is required to pay for them:		
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

D. Term of Lease Agreement: This lease agreement begins on _____ and ends on _____. (PERIOD MUST COVER AT LEAST ONE YEAR.)

OPTIONAL PROVISION - APPLIES ONLY IF "YES" CHECKED BELOW

YES

The Landlord and Tenant agree that this agreement may be terminated upon thirty (30) days advance written notice by either party.

E. Additional Provisions: Any additional provisions on which the Landlord and the Tenant agree shall be attached to this Agreement. If the Landlord and the Tenant have an existing written lease, such lease shall be attached to this Agreement.

2. PROVISIONS REQUIRED BY THE HOUSING ALLOWANCE PROGRAM. The following provisions are agreed to by the Tenant and the Landlord and shall apply so long as the Tenant is a participant in the Brown County Housing Allowance Program:

A. Notice to Vacate: The Landlord may evict the Tenant under the requirements of local law, but he must obtain prior authorization from the Housing Allowance Office of Brown County, Inc. (HAO). The Landlord shall give written notice of the proposed eviction simultaneously to the Tenant and the HAO stating the grounds, giving the Tenant at least ten (10) days to respond, and stating that the Tenant may present his objections to the HAO. The HAO shall review the Landlord's statement of the grounds, and the Tenant's objections, if any, and shall authorize the eviction unless it finds on the basis of these submissions the grounds to be clearly insufficient under the lease. The HAO shall notify the Landlord and the Tenant of its determination within twenty (20) days of its receipt of the notice from the Landlord. (This provision relates solely to participation in the Housing Allowance Program and shall not in any way affect the rights and remedies of the Landlord and Tenant under Wisconsin law.)

B. Termination by Tenant: In addition to any other rights of termination which the Tenant may have under Wisconsin law and this Agreement, if the Tenant receives notification from the HAO that the premises do not meet HAO housing standards, and the repairs required

to meet such standards are the responsibility of the Landlord, the Tenant may give the Landlord, together with a copy of the notification from the HAO, written notice of his intention to terminate this Agreement: (a) thirty (30) days after his written notice to the Landlord, if the Landlord has not yet initiated the required repairs; or (b) sixty (60) days after his written notice to the Landlord, if the Landlord has not yet completed the required repairs. Either or both of these time periods may be extended if agreed to by the HAO on showing of good cause.

C. Responsibility for Rent: The Tenant is the party solely responsible for payment of rent. Neither the HAO nor the Federal Government nor any other person or entity has assumed any obligation for payment of rent or the meeting of any other Tenant obligations.

D. Prohibition of Discrimination: The Landlord shall not discriminate against the Tenant in the provision of services, or in any other manner, on the grounds of race, color, creed, religion, sex, or national origin.

E. Certification Concerning Previous Occupant: The Landlord certifies that the premises described in paragraph 1.A. above (CHECK ONE OF THE FOLLOWING):

- Are presently vacant and were vacant prior to the execution of this Agreement
- Are presently occupied by the Tenant and were occupied by the Tenant prior to the execution of this Agreement.
- Were previously occupied by persons other than the Tenant but were vacated as result of (1) a voluntary decision of such persons, or (2) action of the Landlord for cause, or (3) reasons clearly unrelated to the proposed leasing to the Tenant, as follows: _____

3. EFFECT OF THIS AGREEMENT. This Agreement shall be considered an integral part of any Lease or other additional terms attached hereto. To the extent there is any inconsistency between this Agreement and any such attached Lease or additional terms, the terms of this Agreement shall be controlling.

LANDLORD OR AGENT

TENANT

(Signature(s))

(Signature(s))

(Landlord's Address)

(Date)

(Date)

If the Landlord is represented by an agent, please indicate the owner's name and address.

Name: _____

Address: _____

10. SUSPENSION AND TERMINATION

YOUR DECISION TO TERMINATE. You may end your participation in the program at any time, merely by notifying your HAO Client Services Specialist and telling him about your decision.

TERMINATION OR SUSPENSION BY THE HAO. The HAO may terminate your participation in the program or suspend your payments under the following circumstances:

- o The HAO may suspend your payments immediately if:
 - You live in housing that has not been evaluated and approved.
 - You do not have an HAO approved Lease Agreement in effect, if you are a renter.
- o The HAO may terminate your participation upon thirty days written notice if a change in your household's place or residence, composition, assets or income has made you no longer eligible (see eligibility criteria in Sections 2 and 7).
- o The HAO may terminate your participation upon two weeks written notice if you have otherwise failed to fulfill your obligations as a participant (see Section 6).

The written notice from the HAO will explain the reasons why you have been suspended or terminated. You may appeal such a decision by the HAO through the appeals processes described in Section 11.

11. APPEALS OF HAO ACTIONS

THE HAO APPEALS PROCESS. As a participant you may appeal certain HAO actions related to your participation in the program--generally in regard to HAO decisions about your eligibility, the amount of allowance payments, or suspensions and terminations. Other issues may not be appealed as a part of this process, including: the results of HAO housing evaluations (see separate appeals process for housing evaluations below); the substance of HAO standards, rules or regulations; disputes you may have with your landlord or other persons not on the HAO staff; HAO authorizations of evictions; or failures to make payments because of insufficient government funding.

- o If you disagree with an HAO action, the first step is to discuss it with the HAO staff member involved or your Client Services Specialist. He may be able to solve your problem right away.
- o If you are not satisfied with his treatment of the problem you may then file an appeal with the HAO Director within twenty (20) working days after being notified of his decision. The HAO will provide a form on which you write your appeal.
- o The Director will then appoint another member of the HAO staff as Appeals Examiner for your case. He will hold a conference with you and any HAO staff members involved. He will send you a written notice of the time of the conference. You may bring someone else to represent you (including an attorney) if you wish. After the conference, the Appeals Examiner will make his decision on your appeal and send you a description of the action he is taking.
- o If you believe the Appeals Examiner has made an incorrect decision you may request a hearing by an impartial panel. The HAO will provide a Request for Hearing Form which you must file within twenty (20) working days after you receive the Appeals Examiner's decision. The panel is made up of community residents--no HAO staff member sits on the panel. Again, you will receive written notice of the time of the hearing, and you may bring an attorney or someone else to represent you. Before the hearing, you or your representative may review any information or documents you have given to the HAO that relate to the appeal and which the HAO Director considers appropriate and relevant to your case. At the hearing you will have the burden of proving that the Appeals Examiner's decision was incorrect (not in conformance with HAO rules and standards). The panel will make its decision after the hearing and notify you

by mail. The decision of the panel is a final program decision, but it does not alter your normal legal rights to judicial review.

While it is the policy of the HAO to honor as many valid requests for a panel hearing as possible, the HAO Director shall not be obligated to call for a hearing where the issue relates to a difference in your allowance payment of less than \$10 per month or a difference in asset evaluation of less than \$1,000 (unless the latter affects eligibility).

Normally, while you are appealing an HAO action, your payments will continue at a level determined by the HAO in accordance with program standards, unless they were stopped or reduced before you filed your appeal. However, the HAO Director may suspend your payments at any time if your case involves the improper use of payments or changes which the HAO claims you owe.

APPEALS OF HOUSING EVALUATION. You may appeal the results of any HAO evaluation of your housing unit. This is true for a unit you wish to move into as well as for the unit you are living in at the time. If you disagree with the results of an evaluation:

- o The first step is to discuss the problem with the HAO Evaluation Supervisor. If you and he agree that it is necessary, he will hold a second evaluation to check the facts. After he has completed his review of the case, he will mail you a copy of his decision.
- o If you are not satisfied with his decision, call your Client Services Specialist. He will help you make a formal application for a review by the HAO Director. After receiving your application, the Director will meet with the Housing Evaluation Supervisor to review all materials related to your appeal. He will notify you by mail of his decision. His decision is final.

If your landlord wishes to appeal the results of an HAO housing evaluation, he may do so. He should contact the HAO Housing Evaluation Supervisor who will discuss the problem with him.

12. HOUSING INFORMATION AND EQUAL OPPORTUNITY SERVICES

HOUSING INFORMATION. From time to time, the HAO may offer free housing information sessions. You are encouraged to attend these sessions since they present important and helpful information about the program and about housing in general. Call the HAO to find out about the topics that may be covered in future sessions.

EQUAL OPPORTUNITY SUPPORT SERVICES. An important goal of the Housing Allowance Program is to help achieve equal opportunity in housing--to provide services that will help participating households gain the same access to housing choice enjoyed by households of a similar rent-paying capacity, regardless of their race, color, religion, sex or national origin. To this end, the HAO has established three service objectives:

- o To provide useful information that helps clients attain equal opportunity in housing through the information sessions discussed above.
- o To provide for assistance to participants in their search for housing as such attempts relate to equal opportunity. This includes the opportunity to call the HAO and ask for further clarification on the "equal opportunity" and "how to search for housing" topics presented in the information sessions. It may also include the provision of escort services where appropriate.
- o To provide for assistance to clients who suspect they have been the victims of discriminatory housing practices. Again, this includes the opportunity to call the HAO and get clarification on your rights. It may also include legal assistance where appropriate.

APPENDIX - STANDARDS FOR THE ALLOWANCE PROGRAMCONTENTSA. STANDARDS RELATING TO ELIGIBILITY AND ALLOWANCE PAYMENTS

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B. STANDARDS RELATING TO HOUSING AND OCCUPANCY

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The following Standards for the Allowance Program have been adopted by the U.S. Department of Housing and Urban Development and the Housing Authority of Brown County, Wisconsin. It is expected that there will be very few changes to these standards during the ten year operation of the program. Changes to the standards and to other rules in this *Participation Manual* will be required from time to time, however. As a participant, you will be bound by all such changes and will receive written notice of any that materially affect you.

A. STANDARDS RELATING TO ELIGIBILITY AND ALLOWANCE PAYMENTS

1. Place of Residence

Only households residing in Brown County are eligible to receive housing assistance payments in this program. If households move outside of Brown County, their eligibility for housing assistance payments will terminate.

Applications from those households who are residents of Brown County (household is defined minimally as head-of-household or spouse) are processed automatically on a first-come first-served basis.

2. Household Composition Eligibility Criteria

To be eligible to participate in the program, a household must be one of the following:

a. A household consisting of two or more persons, at least one of whom is an adult, who live together and who are related to each other by blood, marriage or operation of law.

b. A household consisting of one person who is 62 years of age or older, or a household consisting of one person 18 years of age or older who is disabled or handicapped or who has been forced to move because of a federally proclaimed natural disaster or by federal, state or local public action.

Once an eligible household as defined above exists, unrelated persons may count as eligible household members if they live with the household and are dependent on it for 50 percent or more of their support.

Other single persons between 18 and 62 years of age are also eligible, but the number of such households that may receive payments is limited to 10 percent of the total recipients authorized for the program under its Annual Contributions Contract. Because of this limitation, the enrollment of single persons will be implemented in stages, with the priority in the earliest stages being given to older persons within this group.

3. Definition of Disabled and Handicapped

An individual is considered disabled if he is eligible to receive disability assistance from Social Security and other public programs. Handicapped persons are individuals who have a physical or mental impairment which: (a) is expected to be of long-continued and indefinite duration; (b) substantially impedes ability to live independently; and (c) is of such a nature that such ability could be improved by more suitable housing conditions. In cases where disability and physical or mental impairment cannot be easily identified, written verification from the attending physician may be required.

4. Other Individuals Residing with an Eligible Household

Other individuals who reside with an eligible household as defined above are not counted as members of that household for the purpose of determining household size or the applicable standard cost of adequate housing, and their incomes are not counted in the total household income. They are counted, however, in the application of the program's occupancy standard for the size of the housing unit. Such individuals may apply for program participation on their own and may be eligible if they meet program eligibility standards and if the portion of the housing unit they occupy meets the housing evaluation standards of the program.

5. Definition of Adult

An adult is defined as an individual who is 18 years of age or older or is under 18 and considered legally responsible. In households where there is no adult (as defined) a minor may substitute for an adult, provided that he/she has a legal guardian.

6. Definition of Related Persons

The following are considered to be related persons: husbands and wives; sons and daughters; fathers and mothers; aunts and uncles; sons-in-law and daughters-in-law; mothers-in-law and fathers-in-law; brothers-in-law and sisters-in-law; stepsons and stepdaughters; brothers and sisters; first cousins; adopted sons and daughters; grandparents and great-grandparents; grandchildren and great-grandchildren; nephews and nieces; stepbrothers and stepsisters; half brothers and half sisters; stepfathers and stepmothers; and foster sons and daughters.

7. Definition of Support

Support includes payments for food, shelter, clothing, medical and dental care, and educational expenses.

8. Definition of Eligible Household Member

Anyone who lives with an eligible household at the time an eligibility determination is made and who qualifies under the definitions in

A2 above, is an eligible household member and is taken into account in determining the household's size (as used in establishing the applicable standard cost of adequate housing and applying program occupancy standards) and its adjusted gross income. There are two exceptions to the above rule:

a. An individual who is now living with the household but who is expected to leave within the next 30 days and to be absent for a period of 90 consecutive days thereafter is not considered to be an eligible household member.

b. An individual who is not now living with the household but who is expected to join the household within the next 90 days and who is expected to live with the household for a period of at least 90 consecutive days thereafter is considered to be an eligible household member if he qualifies under the definitions of A2 above.

However, any individuals claimed as dependents for income tax purposes may be claimed for the purpose of the dependency deduction even though they do not qualify as eligible household members by the above definitions.

9. Definition of Head of Household

The head of household is an eligible member of a household who is an adult and is legally responsible for the household's relationship with the HAO. If more than one eligible household member qualifies as head of household, the eligible members should designate one of their number as head.

10. Functions of the Head of Household

The head of household must sign the Enrollment Application, the Participation Agreement, and the lease and will be legally responsible for his or her household's relationship with the HAO. The head of household is also the payee for allowance payments and signs all other documents required by the HAO, but he may delegate these responsibilities to another eligible household member if circumstances warrant, e.g., if the head of household is frequently out of town.

11. Students and Armed Forces Personnel

Students and Armed Forces personnel are eligible to enroll in the program if they meet the definition of an eligible household member as defined in A8 above.

12. Loss of Household Members

If household members die, or move away from the housing unit occupied by the household and are expected to be absent so long that they no longer qualify as eligible household members (see A8), the following standards apply:

tuition, fees, or books, to the extent that such amounts are so used (also affects part-time students); (4) special pay to a serviceman who is head of household, away from home, and exposed to hostile fire; (5) relocation payments made pursuant to Title II of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (PL-91-646, 84 Stat. 1894); and (6) allotments for the purchase of foods in excess of the amount actually charged eligible households, pursuant to the Food Stamp Act of 1964 (7 U.S.C. 2016[e]).

17. Allowable Deductions

After the Total Household Income has been computed, the following deductions are applied to determine the household's adjusted gross income:

a. Ten percent of household total income for households whose head of household or spouse is 62 years of age or over or disabled or handicapped; 5 percent of household total income for other households.

b. Extraordinary medical expenses where not compensated for or covered by insurance, defined as medical expenses in excess of 3 percent of Total Household Income.

c. Amounts for unusual occupational expenses not compensated for by the employer, such as special tools and equipment, but only to the extent by which such expenses exceed normal and usual expenses incidental to employment.

d. Amounts paid by the household for the care of children or sick or incapacitated household members when determined necessary to the employment of head of household or spouse. The amount deducted shall represent either: (1) the actual amount of expenses verified by receipts or statements from the individual employed to provide the care; or where expenses are not verified, (2) a standard amount to cover no more than 50 hours of care per week at reasonable rates. However, in no case may the amount exceed the amount of income received by the released household member.

e. Exemption of \$300 for each dependent, i.e., each minor (other than the head or spouse) and for each adult (other than head or spouse) dependent upon the household for support.

f. Exemption of \$300 for each secondary wage earner (a household member deemed to be a dependent under Item e above not included). A secondary wage earner is a household member 18 years of age or older other than the head of household who is not a full-time student and who works more than 20 hours per week.

g. Amounts paid out by a household member for court-documented child support and alimony.

18. Asset Limitation

Your household's total net assets (savings accounts, home equity, etc.) cannot be greater than the program asset limits. These limits change from

time to time. The HAO staff will tell you the limits in force for any particular date.

19. Definition of Assets

Assets are defined as property and other capital items, including but not limited to:

a. Real property.

b. Financial assets, such as: (1) checking accounts; (2) savings accounts; (3) savings bonds and other bonds; (4) cash on hand; and (5) stocks and mutual funds.

20. Definition of Net Value of Assets

The net value of an asset is its market value less encumbrances, such as outstanding mortgages, trusts or deeds, and secured loans.

21. Subsidized Housing

Households residing in housing assisted under federal programs are ineligible to receive housing allowance payments, but may enroll in the program if they intend to move to a nonsubsidized unit. These federal programs are: (a) low rent public housing; (b) HUD Section 23 Leased Public Housing; (c) HUD Section 235; (d) HUD Section 236; (e) HUD Section 221(d)(3) BMIR; (f) mutual self-help housing; (g) rent supplements; (h) HUD Section 202; (i) Farmers Home Administration Section 502; and (j) Farmers Home Administration Section 515.

Units that have been or will be rehabilitated using HUD Section 115 Rehabilitation Grants and/or Section 312 Rehabilitation Loans or Home Improvement Programs do not fall within this definition of subsidized housing.

22. Amount of Assistance

The maximum housing allowance to which an eligible client is entitled is calculated by means of a formula which takes into account the household's annual adjusted gross income and the standard cost of adequate housing in Brown County. The formula provides for housing assistance equal to the difference between the standard cost of adequate housing (varying with household size) and 25 percent of the annual adjusted gross income of the household.

In no case, however, may a household receive a housing allowance payment that exceeds its average actual housing expenses. For renters, actual housing expenses are defined as contract rent plus the standard cost of those utilities not included in the contract rent. For homeowners, actual housing expenses are defined as the actual amount of interest payments on mortgages and other loans for the purpose of improving the house, property taxes, and the standard cost of insurance premiums, utilities, and maintenance.

The maximum allowance entitlement is calculated based on a projected annual rate of adjusted gross income as of the date the information is provided to the HAO by the household. The current rate of income (annualized) is used wherever possible to determine the projected annual rate, provided that current income is documented and represents a steady rate.

23. Funding

The agreement between the United States Government and the Brown County Housing Authority through which the program is funded is a firm contract through March 13, 1984.

a. The U.S. Department of Housing and Urban Development has advised that the contract is backed by the full faith and credit of the United States Government and that all participants should be assured of the payment of the full amount to which they are entitled under their participation agreements.

b. If by some chance the HAO or the Brown County Housing Authority should cease to carry out their responsibilities, the funding contract provides for the United States Government to take over the operation of the program directly and to continue to honor all Participation Agreements.

c. While the HAO retains the right to reduce, suspend or terminate housing allowance payments upon 45 days' notice should the HAO for any reason fail to receive adequate moneys to operate the program, it is not anticipated that the HAO will ever be required to exercise this right.

B. STANDARDS RELATING TO HOUSING AND OCCUPANCY

1. Introduction

A household enrolled in the Housing Allowance Program may receive allowance payments only when residing in a housing unit (or rooming unit) that has been evaluated by the HAO and has been certified as decent, safe, and sanitary, taking into account both the characteristics of the unit and the characteristics of the assisted household.

2. Definition of Housing Unit and Rooming Unit

Clients may receive allowance payments when residing in either a housing unit or a rooming unit as defined below:

a. Housing Unit: A housing unit is a house, apartment or group of rooms, occupied or intended for occupancy as separate living quarters, which has: (1) access to the outside of the building directly or through a public area within the building, and (2) complete kitchen and bathroom facilities for the exclusive use of the occupants.

b. Rooming Unit: A rooming unit is a room or group of rooms, occupied or intended for occupancy as separate living quarters, which is not a part of a housing unit, and in and of itself does not have all of the characteristics necessary to be a housing unit.

3. Living Space

To be certifiable for occupancy by a program participant, a unit must meet the following minimum standards related to living space:

a. Habitable Rooms: Each habitable room must have a sufficient floor area and ceiling height to permit normal activities by the occupants and must meet requirements set forth below for heating and electrical facilities, natural light and ventilation. (A bathroom--any room containing an unenclosed toilet or bathing facilities--is not a habitable room.) Each habitable room must contain a minimum of seventy (70) square feet of floor area and have a clear height of six (6) feet six (6) inches or more in at least thirty-five (35) square feet of the ceiling area.

b. Bedrooms: Each bedroom must be a habitable room that can be closed off from all other rooms and that does not contain kitchen facilities (except where the space for kitchen facilities and their use does not occupy the dominant portion of the room).

c. Occupancy: The minimum number of bedrooms a unit must have for occupancy by households of various sizes is as follows:

<u>No. of Persons Occupying the Unit</u>	<u>No. of Bedrooms Required</u>
1 or 2 persons	1
3 or 4 persons	2
5 or 6 persons	3
7 or more persons	4

d. Living Room: A unit occupied by more than two persons must have one habitable room in addition to the kitchen and bedrooms to serve as a general living area.

4. Facilities

To be certifiable for the allowance program a unit must have the following minimum facilities:

a. Toilet and bath facilities: A housing unit must contain a separate and private room (or rooms) in which the following are present and in working order: (1) toilet, (2) wash basin with hot and cold running water, (3) bath tub or shower with hot and cold running water. For a rooming unit these facilities must be provided within the same building, reasonably accessible to and available for use by the occupants, and not normally shared by more than eight (8) persons, including the occupants of the rooming unit.

b. Kitchen facilities: A housing unit must contain a kitchen in which the following are present and in working order: (1) cooking stove or range, (2) refrigerator, (3) kitchen sink with hot and cold running water. For a

rooming unit, a facility regularly serving hot meals or a kitchen meeting the criteria above must be reasonably accessible to the occupants.

c. Heating facilities: A unit must contain heating facilities that are in working condition and capable of providing adequate heat to all rooms in the unit. A heating fixture is required in every bathroom and habitable room unless the capacity of a fixture in one location is clearly capable of heating more than one surrounding room. Portable electric room heaters may not serve as primary sources of heat. Unvented room heaters that burn gas, oil or other flammable liquids are not acceptable as heating facilities.

d. Electrical facilities: Electrical facilities must be present and in working order in each habitable room and the bathroom as required for the provision of adequate artificial lighting and the operation of necessary household appliances. The kitchen must have two separate electric convenience outlets or one electric convenience outlet and one ceiling or wall electric light fixture with a safe switching device. The bathroom must have at least one electric convenience outlet or one ceiling or wall light fixture with a safe switching device. All other habitable rooms must have at least one electric convenience outlet.

5. Natural Light and Ventilation

To be certifiable for the allowance program, a unit must meet the following minimum standards:

a. Natural light: Natural illumination of each habitable room except for the kitchen during daylight hours must be strong enough to permit normal domestic activities without artificial lighting. Each habitable room except for the kitchen must have at least one window facing directly outdoors (or to a sun porch).

b. Ventilation: The bathroom and each habitable room must have at least one openable window or other source that provides the equivalent ventilation.

6. Hazardous Conditions

To be certifiable for the allowance program, a unit must be free of conditions that endanger the health and safety of the occupants related to the following elements of the property:

a. Exterior Property Area: Sanitation and storage, grading and drainage, trees and plant materials, and accessory structures or fences.

b. Exterior of the Building: Foundations, walls and exterior surfaces, roofs, stairs, porches and railings, windows, and doors and hatchways.

c. Interior of the Unit and Public Spaces in the Building: Exits, sanitation and storage, walls and ceilings, floors, stairs and railings, toilet and bath facilities, kitchen facilities, heating facilities,

electrical facilities, water heater, plumbing system, heating system, and electrical system.

d. Lead-based Paint: In properties where children under seven years of age are to be residents or are frequent visitors during the period when allowance payments are received, conditions endangering the health and safety of the occupants include the existence of any cracking, scaling, chipping, peeling, or loose paint, which may have dangerous lead content, on any applicable surfaces. Applicable surfaces include all interior surfaces and those exterior surfaces such as stairs, decks, porches, railings, windows and doors which are readily accessible to children under seven years of age.

The Housing Allowance Office
PRIVACY ACT NOTICE STATEMENT

Authority: Voluntary Nature of Program

The Housing Allowance Office is authorized to solicit information from applicants for participation and participants in the Housing Allowance Program by virtue of a contract with the Department of Housing and Urban Development under Sections 501, 502, and 504 of the Housing and Urban Development Act of 1970, and Section 23 of the Housing Act of 1937. Participation in the Housing Allowance Program is voluntary and you are not required by law to provide any information to the Housing Allowance Office.

Purpose

The information is being collected (1) to determine your eligibility for the program, and if you are eligible, the amount of assistance you will receive, and (2) for research purposes.

Use

The information collected will be used for program and research purposes. The Housing Allowance Office will use its best efforts to handle the information you provide at any time during your participation in a strictly confidential manner. No one at the Housing Allowance Office is permitted to give any information that identifies your household to anyone not involved with the program, except with your written permission or as required by law.

Effects of Not Providing Information

Failure to provide the information requested by the Housing Allowance Office could result in your being unable to participate or to continue to participate in the program.

CHAPTER 10.00 - ENROLLMENT

10.05 - THE ENROLLMENT INTERVIEW: APPLICATION FORM

01 - Materials

The following materials are used during this portion of the enrollment interview:

1. The Enrollment Application (Form 10.05-1).
2. Enrollment Interview Sheet (Form 10.05-2) for entering notes to be used after the interview.

02 - Preparing the Application

Before the interview, a file is assembled containing an Enrollment Application Form and an Enrollment Interview Sheet. The information needed for Questions Nos. 1-4, 6-8, and 9-12 may be transcribed from the household's Preliminary Application. If there are questions on the Preliminary Application that still need to be completed, it is placed in the file so that the missing information may be obtained at the interview.

03 - Filling Out the Applications

After the first part of the program explanation (see 10.04 above) is completed, the questions on the Enrollment Application (Form 10.05-1) are asked in sequential order, pursuant to the detailed instructions outlined in the *Instructions Manual for the Enrollment Application*. The Enrollment Interview Sheet (Form 10.05-2) is used to make notations during the taking of Enrollment Application information.

The Enrollment Application is divided into the following nine parts:

Part I - Introduction. This part identifies the household. Most of the information is prerecorded from the Preliminary Application prior to the arrival of the client for the interview. At the interview,

the client is asked if the information for Questions Nos. 4, 6, 7 and 8 is correct as it is transcribed on the form, and corrections are made where necessary to both the Preliminary Application and the Enrollment Application.

Part II - Residency Criteria and Subsidized Housing. These questions are asked to determine whether the household meets these eligibility criteria.

Part III - Household Composition. Questions in this part are designed to determine whether the household meets the household composition criteria. Table III of the Enrollment Application Form is used to record answers to these questions.

Part IV - Assets. These questions cover information needed to determine whether the household's assets fall within the program asset limits and to identify income producing assets. Table IV of the Enrollment Application is used to record the information collected.

Part V - Total Household Income. These questions cover information on the household's total income. Answers to questions for this part are recorded on Table V of the Enrollment Application.

Part VI - Deductions and Calculation of Maximum Allowance Entitlement. These questions cover information needed to determine deductions from household income to arrive at adjusted gross income. Once adjusted gross income is determined, the maximum amount of assistance to which the household is entitled is calculated by using the formula outlined in Chapter 2.00, Program Standards. Table VI of the Enrollment Application Form is used to record answers to this part.

Part VII - Housing Expenses (A: Homeowners; B: Renters). For eligible households, information on current housing expenses is required to make adjustments in the maximum allowance entitlement to conform with the program rule that assistance may not exceed actual housing expenses. (See Chapter 2.00, Program Standards.)

Part VIII - Statement of Confidentiality and Correct Information. The head of household is asked to sign the application indicating that he understands the confidentiality policy of the HAO and that

he testifies to the accuracy and completeness of the information which was provided for the completion of the Enrollment Application. Part IX - Status of Application. This information is completed by the HAO staff after the interview to indicate the eligibility of the applicant and verification instructions (see Section 10.08.02).

04 - Supporting Documentation

Certain questions on the Enrollment Application Form require supporting documentation from the client. If the necessary documents are not presented, Request for Information Forms are obtained (Forms 10.06-1, 10.06-2, 10.06-3a and 3b, and 10.06-4).

Normally a photocopy is made of the documentation provided. However, this cannot be done when the interview is conducted away from the office. In such cases, the fact that the HAO staff member has seen the documentation and has so noted (by signature on the appropriate form that specifies the type and acceptability of all documentation) constitutes sufficient evidence.

If the client has forgotten to bring supporting documentation to the interview, the interviewer identifies the missing information or documentation on the Enrollment Interview Sheet (Form 10.05-3) and gives a copy to the client and asks the client to send in the missing information as soon as possible after the interview. The client may be contacted by telephone following the interview to remind him to provide the missing information.

OMB No. 63-R 1457
Expires: 9/30/84

Input Code	ALL/1
Type	usage
E.	

Recycled

The Housing Allowance Office

ENROLLMENT APPLICATION FORM

Start Time _____

PART I - INTRODUCTION

1. CLIENT I.D. NO.:

ALL/3

2. DATE OF ENROLLMENT INTERVIEW:

01/11

MO. DY. YR.

SERIAL NO.:

01/17

3. CLIENT SERVICES SPECIALIST ID:

01/22

4. NAME OF HEAD OF HOUSEHOLD: **◆ Explain Implications**

01/25

(LAST NAME) (FIRST NAME) (MIDDLE INITIAL)

5. NAME OF RESPONDENT:

02/11

(LAST NAME) (FIRST NAME) (MIDDLE INITIAL)

6. TELEPHONE NUMBERS:

HOME

WORK

02/36

02/43

7. RESIDENCE ADDRESS:

02/50

(STREET NO.) (STREET) (APT. NO.)

03/11

03/36

03/52 3/94

(CITY/TOWN) (STATE) (ZIP)

8. MAILING ADDRESS: (if different)

04/11

(STREET NO.) (STREET) (APT. NO.)

04/36

04/61

04/77 5/11

(CITY/TOWN) (STATE) (ZIP)

9. DATE OF PRELIMINARY APPLICATION:

05/16

MO. DY. YR.

10. SERIAL NO. OF PRELIMINARY APPLICATION:

05/22

11. NEIGHBORHOOD CODE:

05/27

12. CENSUS TRACT NO.:

05/30

PART II - RESIDENCY AND SUBSIDIZED HOUSING

15(a). Does your household live in housing which is subsidized such as:

YES NO **if yes, circle one only**

- HUD Sec. 23 Leased Public Housing01 (05/37)
- HUD Sec. 235 Homeowner Assistance02
- HUD Sec. 236 Rental Assistance03
- HUD Sec. 221 (d) (3) BMIR Rental Assistance ...04
- Rent Supplements05
- HUD Sec. 202 Elderly Housing06
- Farmers Home Adm. Sec. 502 (Homeowner)07
- Farmers Home Adm. Sec. 515 (Rental)08
- Self Help Housing09
- Low Rent Public Housing10
- Other11

if none circled, go to Part III

if one circled, Explain Subsidized Housing Rule

15(b). Do you wish to continue this interview?

YES NO **if no, complete Part X and terminate**

PART III - HOUSEHOLD COMPOSITION (TABLE III)

16. Begin by listing the full names and social security numbers of everyone who usually lives in the household with you. Please include anyone who may be away from home now but is expected to return within 90 days. Also, please include unrelated persons who pay for room and board. Begin with the head of household, his/her spouse, relatives, and unrelated people.

Have we missed anyone? Anyone who is usually here but is away from home now? Anyone traveling on business or vacation? Any babies or small children? Any expected births within the next 90 days?

Read list to respondent for completeness and correctness.

Is anyone listed here expected to be away from home during the next 12 months?

Use 30/90 day rule. Cross out person's name from table if necessary.

Check eligible members. Assign consecutive numbers to eligible members in Column B.

Go to Part IV

TABLE III
HOUSEHOLD COMPOSITION

Client ID

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

 U/13

A	B	C	D	E	F	G	H	I
Fig. (1)	Member Number	Name of Household Member		Sex (M,F)		Relationship to Head of Household	Date of Birth	Minor M TT Sr Others
							Mo. Yr.	
	07/11 07/13		07/38	M			7/51 7/53	Minor M
								TT Sr
								Others

RELATIONSHIP TO HEAD OF HOUSEHOLD	
01 Head of Household	13 Step son or step daughter
02 Husband or wife	14 Step brother or step sister
03 Son or daughter	15 Half brother or half sister
04 Father or mother	16 Step father or step mother
05 Brother or sister	17 First cousin
06 Grandparent or great grandparent	18 Foster son or foster daughter
07 Great-grandchildren	19 Dependent (not related)
08 Nephew or niece	20 Unrelated (not dependent)
09 Aunt or uncle	
10 Son in law or daughter in law	
11 Father in law or mother in law	
12 Brother in law or sister in law	

		8/11
Number of eligible members in household		
Total number of persons listed		
Number of dependents away from home (not listed above - from Q. 26)		
8/13		
8/15		

REAL ESTATE WORKSHEET

PART IV - ASSETS (TABLE IV)

18. Do you or any other member of your household own any real estate such as:

CODE	ITEM	YES	NO
540	Own Home	Y	N
550/551	Land Only	Y	N
550/551	Building	Y	N
550/551	Other	Y	N

Ask for tax and mortgage statements.

19. Do you or any other member of your household have any of the following?

CODE	ITEM	YES	NO
520	Checking accounts in excess of \$250 for each person	Y	N
520	Cash on hand in excess of \$250 for each person	Y	N
510	Savings Accounts	Y	N
561	U.S. Savings Bonds	Y	N
562	Other Bonds	Y	N
563	Stocks	Y	N
564	Mutual Funds	Y	N
566	Other Securities	Y	N

20. Does your household have outstanding debts in excess of \$2000, such as consumer loans, credit card debts, etc.? Do not include mortgages (loans secured by the home), business loans, or loans secured by cars or other vehicles.

CODE	ITEM	YES	NO
570	Debts	Y	N

If yes, Post a Negative Amount to Table IV.

	OWN HOME			OTHER REAL ESTATE			
	ENTIRE HOME A	CLIENT'S RESIDENTIAL QUARTERS B	OTHER C	BASIS FOR PRORATING D	1	2	3
Assessed Value					E	F	G
E. A. V.							
Outstanding First Mortg.							
Other Outstanding Mortgages							
Equity							
Gross Rental Income							
Interest							
Taxes							
Insurance							
Maintenance							
Utilities							
Depreciation							
Fees							
Other							
Total Expenses							
Net Rental Income							
					CODE 310		

22. Compute imputed income. Post to Table V (Code 340)

TABLE IV
ASSETS

09/3 Client ID

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

A MEMBER NUMBER	B TYPE OF ASSET	C CODE	D ASSETS HELD BY STUDENTS OR MINORS	E G NEG	F ASSETS HELD BY ADULTS		H G NEG	I G NEG	J INCOME FROM INCOME PRODUCING ASSETS	K DESCRIPTORS AND COMMENTS	L DOC
					G NON-INCOME PRODUCING	H INCOME PRODUCING					
		09/11	09/14	19	09/14	19	09/14	19			
TOTALS											
									TOTAL NET ASSETS		
									OWN HOME VALUE		

PART V — TOTAL HOUSEHOLD INCOME (TABLE V)

23. Did you or any other adult member of your household have any income from any of the following sources during the past 12 months?

CODE	ITEM	YES	NO
100	Salaries, Wages	Y	N
110	Tips, Commissions, Bonuses	Y	N
120	Profit after self-paid income under 100 or 110	Y	N

➡ If Yes, enter to Table V

CODES FOR COLUMN C

TABLE V

110 Series — Tips, Bonuses, Commissions
111 — Current Owned-Business Self-Empl.
112 — Current Other Self-Employment
113 — Current Regular Employment
114 — Current Non-Regular Employment
115 — Multi-Job Employment
116 — Past Part Year Employment
120 Series — Profits After Self-Paid Income under 100 or 110.
121 — Current Owned-Business Self Empl.
122 — Current Other Self-Employment

100 Series — Wages and Salaries

101 — Current Owned Business Self Empl
102 — Current Other Self-Employment
103 — Current Regular Employment
104 — Current Non-Regular Employment
105 — Multi-Job Employment
106 — Past Part Year Employment

24. Does your household currently receive any rental income from roomers and boarders?

CODE	ITEM	YES	NO
310	Rental Income	Y	N

GROSS RENTAL INCOME	FOOD	LAUNDRY	UTILITIES	TOTAL EXPENSES	NET RENTAL INCOME CODE 310

➡ Post annualized Net Rent to Table V-A
➡ Enter Names of Roomers in Column I.

25. Do you or any other adult member of your household currently receive any income from any of the following sources?

CODE	ITEM	YES	NO
210	Pensions and Annuities	Y	N
220	Social Security	Y	N
230	City Welfare	Y	N
231	AFDC	Y	N
235	S.S.I.	Y	N
236	Other Welfare	Y	N
241	Unemployment Insurance	Y	N
242	Workmen's Compensation	Y	N
251	Alimony	Y	N
252	Foster Parents Payments	Y	N
253	Child Support Payments	Y	N
260	Scholarships (in excess of fees)	Y	N
270	Recurring Cash Contribution	Y	N
280	Recurring Strike Benefits	Y	N
290	Recurring Military Allotments	Y	N
295	V.A. Benefits	Y	N
299	Other	Y	N

TABLE VI
DEDUCTIONS AND CALCULATION OF MAXIMUM ALLOWANCE ENTITLEMENT

11/3

Client ID

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

A	B	C	D	E	F	G
MEMBER NUMBER	TYPE OF DEDUCTION	CODE	AMOUNT	NEG.	DESCRIPTION AND COMMENTS	DOC (✓)
11/11	Total Household Income (Carry forward from Table V)	11/13	11/22	27		
	5% or 10%	4 1 0				
	Secondary Wage Earner	4 2 0				
	Dependency	4 3 0				
	Occupational Expenses	4 4 0				
	Child Care	4 5 0				
	Sick Care	4 6 0				
	Medical	4 7 0				
	Alimony & Child Support	4 8 0				

ADJUSTED GROSS INCOME	R*	25% of Adjusted Gross Income	Maximum Allowance Entitlement - Annual	12/23
12/17				

Maximum Allowance Entitlement - Monthly

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

PART VIII

I understand that the information provided on this Enrollment Application Form will be regarded in strict confidentiality, will be used only for the operational and research purposes of the Housing Allowance Program, and will not be disclosed or released for any other purposes without my prior consent, except as required by law.

I certify that all information I have provided as set forth in this form, including attachments, is full, accurate, and complete to the best of my knowledge. The penalty for making false statements in this form is prescribed in Section 1001 of Title 18 of the U.S. Code.

06/11
 MO. DY. YR. SIGNATURE OF HEAD OF HOUSEHOLD _____

06/17
 MO. DY. YR. NAME OF PAYEE _____ (FIRST NAME)
 _____ (MIDDLE INITIAL)
 _____ (LAST NAME)

PART IX -- FOR OFFICE USE ONLY

06/42 Signed Participation Agreement Y DATE OF PARTICIPATION AGREEMENT 06/43 MO. DY. YR.
 Did not Sign Participation Agreement N

- REASON FOR NOT SIGNING PARTICIPATION AGREEMENT**
- Eligible but Declined Participation Y N
 - Ineligible -- Residency Y N
 - Eligibility Undetermined Y N
- Household Composition Y N
 Assets Y N
 Income Y N

05/65 VERIFICATION CODE

06/66 LENGTH OF INTERVIEW Minutes

If no interview, circle one

- No Contact Y N
- Found Ineligible Y N
- Declined Interview Y N
- No-Show (repeated) Y N
- Other Y N

SIGNATURE _____ (CLIENT SERVICE SPECIALIST)

PART VII — HOUSING EXPENSES — RENTERS

(Revised 5/11/79)

Client ID ^{14/3}

32. Is your residence: Circle One
 Rented from someone not in this household R 14/11
 Occupied rent free F

33. Is your residence: Circle One
 A single-family home? 1 14/12
 A duplex? 2
 A multi-family apartment building? 3
 A mobile home or trailer? 4
 A room in a private home, rooming house, residential
 hotel, or nursing home? 5

34. How many rooms does your residence have (do not count bathrooms, hallways, porches,
 unfinished attics, basements or rooms rented to roomers)?

35. Do you pay rent by the week, month, year, or what? Circle One
 Week (x 4.3) 1
 Every two weeks (x 2.15) 2
 Twice a month (x 2) 3
 Month 4
 Year (+ 12) 5
 Other (Specify) 6

36. How much rent do you pay per (period from Q. 35)? Please tell me the total amount you pay
 the landlord, including any charges you may pay for furnishings and kitchen appliances.

\$

37. Is any part of the property that you rent used for other than your own residential purposes? Circle One
 Yes Y 14/13
 No N
 If no, go to Question 39.

38. About how much of the rent do you attribute to the portion of the property you use as your residence?

\$

39. Enter monthly equivalent amount from Question 38. If blank, enter monthly equivalent amount from Question 36. \$ 14/14

43. Do you pay extra for any utilities in addition to your rent?

Describe here _____

Circle
 Lighting Y N 14/22
 Cooking Y N
 Water Heating Y N
 Heating Y N
 Garbage Collection Y N
 Sewage Disposal Y N
 Water Y N

Compute and enter total standard monthly cost of utilities household pays extra for \$ 14/29

44. Add amounts in Q. 39 & 43. Enter total here. TOTAL MONTHLY HOUSING EXPENSES \$ 14/34

PART VII — HOUSING EXPENSES — HOMEOWNERS

Client ID

13/3 [][][][][][]

32. Homeowner..... H 13/11

33. Is your residence: Circle One
A single family home? 1 13/12
A duplex? 2
A multi-family apartment building? 3
A mobile home or trailer? 4

34. How many rooms does your residence have (do not count bathrooms, hallways, porches, unfinished attics, basements or rooms rented to roomers)? [][]

35. Is any part of the property that you own used for other than your own residential purposes? Circle One
Yes Y 13/13
No N

36. Is your (apartment/house): Circle One
Owned free and clear 1 Go to Q. 39
Mortgaged 2 13/14
Being bought by an installment contract or other method of purchase 3

37. How many mortgages are outstanding on your home? []

38. Obtain mortgage, contract, and/or loan statements.

39. Do you pay any real estate taxes or any special tax assessments on this property that are not included in your mortgage or contract payments?

YES Obtain tax assessment bills.
NO

40. Which of the following utilities are not included in your property taxes and do you pay extra for? Circle
Garbage Y N 13/15
Sewer Y N
Water Y N

41. Compute and enter following amounts:

- a. Total monthly interest on mortgage or contract \$ [][][] [][] 13/18
b. Total monthly real estate and other special taxes \$ [][][] [][] 13/23
c. Monthly insurance premium (standard) \$ [][][] [][] 13/28
d. Total monthly maintenance costs (standard) \$ [][][] [][] 13/33
e. Total monthly utility costs (standard) \$ [][][] [][] 13/38
f. Other (site rent) \$ [][][] [][] 13/43

42. Add Questions 41 a, b, c, d, e, f. TOTAL MONTHLY HOUSING EXPENSES \$ [][][] [][] 13/48

43. TOTAL MONTHLY INTEREST PLUS PRINCIPAL PAYMENT ON MORTGAGE CONTRACT... \$ [][][] [][] 13/53

MODEL FORM: ENROLLMENT INTERVIEW SHEET

This is to remind you that the following action, information, or documentation is needed within the next seven days in order to process your Enrollment Application as quickly as possible:

Client I.D. No. _____

Date of Interview _____

Name of Head of Household: _____

Name of Client Service Specialist: _____

Telephone _____

Mailing Address:

Street Number

Street

City/Town

State

/ 3

Required Action:

- Head of Household must arrange an appointment to sign the Enrollment Application Form and Participation Agreement.
- Sign Participation Agreement
- Missing Information (list)
- Sign and send Request for Employment Information Form for (names):
- Sign and send Request for Benefit Payment Information for (names):
- Sign and send Consent to Release Information Form (names):
- Sign and Send Consent to Release Medical Opinion:
- Other:

Please mail in the missing information or documentation in the attached postage paid self-addressed envelope as soon as possible. If you need to come into the office, please call your Client Services Specialist to arrange for an appointment.

CHAPTER 10.00 - ENROLLMENT

10.06 - THE ENROLLMENT INTERVIEW: DETERMINING ELIGIBILITY
AND ALLOWANCE ENTITLEMENT

01 - Handling Ineligibility

If at the beginning of the interview the client provides information that would indicate the household's ineligibility, the client has the choice of completing the full interview or not based on this preliminary finding of ineligibility. If the client does not want to complete the interview, it is then terminated and a letter is given to the client to confirm the decision (Form 10.03-5a). The interviewer enters the date in Question 45 and the length of time for the enrollment interview. The remainder of Part IX is completed by circling N for Did Not Sign Participation Agreement, Y for Eligibility Undetermined, and Y for Declined Interview. The client is then asked to sign the Application.

If at any point during the completion of the Enrollment Application Form the client is found to be ineligible, the section of the Enrollment Application Form in progress is completed and the reason for ineligibility is explained to the client. The head of household is asked to sign the Enrollment Application Form. After the Enrollment Form is completed the interviewer gives the applicant a Notice of Ineligibility (Form 10.06-5) and checks the appropriate reason for the household's ineligibility. Clients are told that they have the right to appeal the decision through the HAO Appeals Process if they think the decision is not in keeping with the program standards (see Section 14.02). Ineligible applicants are also told that they may reapply to the program if their status changes making them eligible at a later date.

02 - Calculating Total Assets and Maximum Allowance Entitlement

If the household meets all eligibility criteria other than income and assets, total assets are then computed. If the household's total assets do not exceed the asset limit, Parts V and VI of the Enrollment

Application are completed. Total household income, adjusted gross income, and maximum allowance entitlement are computed. The R^* (Standard Cost of Adequate Housing) (see Section 2.09) is used in the calculation of the maximum allowance entitlement.

If the maximum allowance entitlement is \$10 per month or more and if the household's total assets do not exceed the limit, the household is told that it appears to be eligible and what the amount of monthly housing allowance entitlement is. The interviewer also explains that this amount is the maximum assistance that the household may receive per month and that the exact amount of the monthly payment will depend on the actual housing expenses and any adjustments that must be made for repayment of advances issued to the client to cover security and utility deposits.

If the client cannot recall information about income or assets, and if this missing information makes it impossible to calculate the maximum allowance entitlement or total assets, the interview is terminated and another interview date is arranged. The Enrollment Application Form and any additional documents in the file are saved. However, if the client has forgotten to bring in documentation to support information provided the interview continues and the client is asked to mail or drop off the missing documentation to the HAO as soon as possible.

Households are given a written statement as to their eligibility and the amount of their allowance entitlement as determined in the interview (Form 10.06-6). However, they are informed that their eligibility determination is subject to verification of the information they provided and that although the maximum allowance entitlement figure is probably correct, small adjustments may occur following recalculation.

03 - Signing the Application

If the household is ineligible, the interviewer explains the reasons why and asks the head of household to sign the Enrollment Application Form. If the head of household is not present at the interview, the form is processed with the signature space left blank. If the head of household refuses to sign it, the client is told that the application must be rejected, and the interview will terminate. Such applications will be treated in the same manner as other ineligible applications (see below).

If the head of household is not present at the interview, the interviewer asks the members of the household who are present to schedule a time when the head of household can come to the HAO to sign the form. If the household members are unable to make an appointment for the head, the interviewer notes on the Enrollment Interviewer Sheet that the head must be contacted by telephone within a reasonable period to arrange a convenient time.

04 - Obtaining Requests to Confirm Income or Other Information

Households that appear eligible are asked to sign Request for Employment or Benefit Payment Information Forms (Form 10.06-1 or Form 10.06-2) for each item on the Enrollment Application Form relating to employment or public assistance for which the households did not bring in acceptable documentation. Households are also asked to sign Request for Information Forms (Form 10.06-3a and 3b) for other income and asset items for which they did not bring in acceptable documentation. For households that claim a disability or handicap for purposes of the 10 percent deduction, a Request for Medical Opinion (Form 10.06-4) is required if the client is not receiving disability assistance from other public assistance programs.

Households are informed that these forms are used to confirm information reported by the applicant with employers, public agencies, banks, etc. If a household member for which the Request for Information Forms are needed is not present at the interview, the household member present will be asked to take the forms home to be signed and to return them to the HAO as soon as possible. The interviewer lists the outstanding Request for Information Forms on the Enrollment Interview Sheet (Form 10.05-3).

05 - Requirements for Special Recertifications

The HAO conducts special recertifications between regular recertifications, after it is determined at the enrollment interview (or any other recertification) that a household:

- o has lost its primary source of earned income over the preceding 90 days (without subsequent replacement of 50 percent or more of the amount of income lost), or
- o has an Adjusted Gross Income of zero.

When such a determination has been made in the enrollment interview, the client is informed about the requirement and the character of the special recertification and the procedures to be followed are explained (see below and Section 11.01.07).

After the client has been informed about the requirement, the interviewer: (1) has the client sign Request for Information Forms (Form 10.06-3b) to permit the verification of income loss in applicable cases; and (2) fills out a form indicating the date for the next special recertification and containing information identifying the client. This form is used to trigger special recertification contacts.

The HAO may select a frequency for special recertifications ranging from 30 to 90 days in accordance with HAO guidelines. If the circumstances of the case suggest that a significant income change is imminent, a shorter period should be selected; e.g., when the client has just lost a job but has not yet filed for unemployment insurance. The frequency need not be uniform over the period; e.g., the HAO may require the first special recertification 30 days after the enrollment interview but, because of changed circumstances relating to the probability of further income increases, require the second a longer period after that.

Once the process has been initiated for a household that had a zero adjusted gross income, periodic special recertifications will continue to be required until it is determined at a special or regular recertification that the household has had any increase in adjusted gross income.

For households that lost their primary source of earned income, periodic special recertifications usually are not required after 90 days have elapsed since the loss occurred. Within the 90-day period, they will continue to be required until it is determined at a regular or special recertification that the household has increased its adjusted gross income by an amount equal to 50 percent or more of the amount previously lost. However, there may be households that have lost their primary source

of earned income more than 60 days prior to the interview (thereby setting what would normally be the earliest special recertification date outside the 90 day period). In these cases at least one special recertification is required.

Instructions for processing special recertifications are given in Section 11.06.

Housing Allowance Office

For Office Use Only
Client I.D. No.

MODEL: REQUEST FOR EMPLOYMENT INFORMATION

PART A

Name of present (former) employee: _____

Social Security No.: _____ Address: _____
(Street)

(City/Town) (State) (Zip Code)

I hereby request (company name) _____

located at (company address) _____
(Street) (City) (State) (Zip)

to provide the following information concerning my employment with your firm:

Current Rate of Pay \$ _____ per hour / week / month
(Circle one)

Number of Hours per Week _____

Date: _____ Signature: _____

PART B

THIS PART TO BE COMPLETED BY EMPLOYER

Current monthly gross earnings: \$ _____

The above information is provided in strict confidence in response to your request.

Completed by: _____ (print) Job Title: _____

Date: _____ Signature: _____

Please mail the completed form in the attached postage-paid envelope. Thank you for your time and effort in providing this information.

Certification Supervisor: _____

Housing Allowance Office

MODEL: BENEFIT PAYMENT INFORMATION REQUEST

For Office Use Only
Client I.D. No.

Process: _____

CSS #: _____

Type of Benefit (check one)
Veterans Administration a. _____ (Claim Number)
Other _____ _____

PART A

Name _____ Social Security Number _____

Street _____ City _____ State _____ ZIP _____

Date of Birth _____

I hereby authorize _____
Name of Agency

_____ Street _____ City _____ State _____ ZIP _____

to release information concerning benefit payments I receive from this agency.

Signature _____ Date _____

PART B

(THIS PART TO BE COMPLETED BY AGENCY)

This person is currently receiving benefits. Yes No

The _____ gross amount of his/her benefit was \$ _____

Any other comments: _____

The above information is provided in strict confidence in response to your request.

Completed by _____ (Please Print) Job Title _____

Date _____ Signature _____

Please mail the completed form in the attached postage-paid envelope. Thank you for your time and effort in providing this information.

THE HOUSING ALLOWANCE OFFICE
MODEL: REQUEST FOR INFORMATION

I have made application to The Housing Allowance Office for allowance resources. I hereby give my consent for information requested below: _____ to release the
(Name of Business/ Institution)

Type of Account	Account Number	Account Balance	Date	(To be completed by Business) (✓) check if same. Enter dollar amount if differ

Other Information & Comments:

Signature of Client _____
Date _____

Name of Client _____
Address: _____
City/Town _____ State _____

TO BE COMPLETED BY BUSINESS INSTITUTION

_____ The information noted above is correct as shown.
_____ The information noted above has been amended as indicated in last column.

This information is provided in strict confidence in response to your request. This is in compliance with the Fair Credit Reporting Act, Title VI, effective April 25, 1971.

Completed By _____ (print) Title _____

Signature _____ Date _____

Please mail this form in the attached postage paid envelope. Thank you for your time and effort in providing this information.

The Housing Allowance Office

MODEL: REQUEST FOR INFORMATION

For Office Use Only
Client I.D. No.

PART A

Name Street City

hereby requests _____

to release the following information to the Housing Allowance Office

Date Signature

Social Security Number

PART B To be completed by _____

The information requested above is as follows:

Completed by (PRINT) Job Title

Date Signature

Please mail the completed form in the attached postage-paid envelope. Thank you for your time and effort in providing this information.

Housing Allowance Office

The Housing Allowance Office

MODEL: REQUEST FOR MEDICAL OPINION

CLIENT'S NAME _____

I give my consent for _____ at
(Professional Title)

(Address)

to provide information regarding my physical and/or mental condition to help the HAO determine my eligibility in the Housing Allowance Program.

(Client Signature)

(Date)

It is possible to give a Housing Allowance to a person who is disabled or handicapped. Our program standards define a handicap or disability as a medically determinable physical or mental impairment which has lasted, or can be expected to last, for a continuous period of not less than twelve months and:

- o substantially impedes ability to live independently, or
- o prevents gainful employment.

We would appreciate your completing the certification below and returning this form in the enclosed addressed envelope. This information will be kept strictly confidential and used only for the purpose of determining eligibility in our program.

CERTIFICATION OF ELIGIBILITY

In my opinion the above named Client does does not (circle one) have a disability as defined above.

Signed _____
(Name)

(Professional Title)

(Address)

(Date)

The Housing Allowance Office

MODEL LETTER OF CONFIRMATION OF INELIGIBILITY

Dear (Client):

This letter is to confirm that your household is not eligible to participate in the Housing Allowance Program for the reason checked below. If you think that this decision is not in accordance with the program eligibility criteria, please contact your Client Services Specialist at the telephone number and address shown below within the next two weeks.

- Your household does not reside in (Program Area).
- Your household's adjusted gross income exceeds the program income limits.
- Your household's total assets exceed the program limit.

If your situation changes and you believe you may be eligible, please contact us.

Sincerely,

Housing Allowance Office

Address: _____
Phone: _____
Office Hours: _____

The Housing Allowance Office

MODEL LETTER NOTIFYING CLIENTS OF ELIGIBILITY AND ALLOW-
ANCE ENTITLEMENT AS DETERMINED IN THE INTERVIEW

Dear (Client):

This is to confirm that in the enrollment interview conducted on this date I determined that your household is eligible to participate in the Housing Allowance Program and that if you meet requirements as specified in the *Participation Manual*, your household will be entitled to receive a housing allowance payment of \$ _____ per month.

These determinations, however, are subject to the verification of the information you have provided in the interview. You should also be aware that my calculations will be double-checked. If errors are discovered, determinations as to your eligibility and the amount of your payment will be modified.

In order for you to begin receiving allowance payments, the following requirements must be met:

1. You must sign a Participation Agreement with the HAO.
2. You must live in housing that meets the standards of the Housing Allowance Program. The Housing Evaluation staff will contact you soon to arrange a convenient time to evaluate your existing housing.
3. RENTERS ONLY must sign an HAO Lease Agreement with their landlord. (IT IS ADVISABLE THAT YOU NOT SIGN A LEASE BEFORE YOU KNOW THAT YOUR HOUSING HAS PASSED OUR EVALUATION.)

If you have any questions about these above requirements, please feel free to contact me.

Sincerely,

CHAPTER 10.00 - ENROLLMENT

10.07 - THE ENROLLMENT INTERVIEW: EXECUTING
THE PARTICIPATION AGREEMENT

01 - Reviewing the Agreement

Each Participation Agreement is to be signed by both the HAO and the head of household, and is prepared in duplicate--one copy for the HAO and one for the client.

After completing the Enrollment Application Form and calculating the maximum allowance entitlement for eligible households, the interviewer shows the client the Participation Agreement (Form 10.07-1 for renters and Form 10.07-2 for homeowners). The interviewer then explains the remaining program requirements as outlined above in Section 10.04.02, using the *Participation Manual* and the Participation Agreement as guides.

After Part II of the program explanation is completed, the interviewer goes over the Participation Agreement, item by item, to ensure that the client understands the benefits and obligations under the program. When the interviewer is assured that the household understands the provisions of the Agreement, the household is asked if it wishes to participate.

02 - Signing the Agreement

If the household wishes to participate, the head of household is asked to sign the Agreement. If the head is present and signs, the interviewer signs the Agreement for the HAO and gives the household one copy. If the head of household is not present to sign, the members who are present are asked to take both copies of the Agreement home and give them to the head of household. The head of household can bring the Agreement to sign when he comes to the HAO to sign the Enrollment Application. The interviewer notes on the Enrollment Interview Sheet (Form 10.05-2) that a Participation Agreement is outstanding.

03 - Delaying the Decision to Sign

If the head of household is present at the interview but wishes to delay the decision, the interviewer informs the household that it may take the Participation Agreement home and, if it decides to participate, sign and return both copies to the HAO by mail or in person. These households are asked to inform the HAO of their decision within a reasonable period from the date of the enrollment interview. The interviewer notes on the Enrollment Interview Sheet (Form 10.05-2) that there is an outstanding Participation Agreement. If the household decides not to participate, it will not have to return the Participation Agreement to the HAO. When a signed Participation Agreement is received the interviewer checks to see that the head of household has signed. The interviewer then signs the agreement for the HAO and gives or mails one copy containing both the HAO and the client signatures to the client.

04 - Declining to Participate

If the household declines to participate, the interviewer asks the reasons why and tries to correct any misconceptions about the program that may have caused the refusal. The household may take the Participation Agreement home and, if it changes its mind, the head of household may sign it and mail it back to the HAO. If the decision is definitely not to participate, the interview is terminated and the household is encouraged to reapply to the program if it should change its decision. The interviewer gives the client a confirmation notice (Form 10.07-5), discards the Enrollment Interview Sheet and processes the application as described in Section 10.08.02.

05 - Closing the Interview

Households that have signed the Agreement are told that a member of the HAO Housing Evaluation staff will be contacting them shortly to arrange a time for an evaluation of their present unit. In addition, households that intend to move are asked to call the HAO as soon as they have located the unit where they wish to live to arrange for the evaluation of that unit. Renter clients are given three blank copies of the HAO Lease Agreement (Form 10.07-3) and told that all three are to be signed by both

the head of household and the landlord--one copy for the client, one for the landlord and one to be returned to the HAO. If the household desires an advance it should submit a Request for Advance (Form 10.07-4) to the HAO with the Lease Agreement. The household is told how to contact the HAO for further information about the program and about the household's status in the program.

Households are given the following materials at appropriate times during the interview. The interviewer checks to be sure the client has all of these materials:

- o A copy of the *Participation Manual* (Form 10.04-1).
- o Materials on housing evaluation standards that can be used by the household to check to see if the unit they choose to live in is likely to meet program standards.
- o A copy of the Enrollment Interview Sheet (Form 10.05-3)--only required if there is outstanding documentation or information (including Requests for Employer/Benefit Information Forms and Participation Agreements) or for households that must return to the HAO for the head to sign the Enrollment Application Form and Participation Agreement.
- o Lease Agreement (three copies of Form 10.07-3) (if renter).
- o Participation Agreement.
- o Materials which may be used by clients to explain program requirements to landlords or lending institutions (when applicable).
- o Materials about HAO Housing Information Sessions (when applicable).
- o HUD materials warning the client of the risks of lead-based paint.

After the household receives the above package, the interview is terminated. Households are again reminded to provide the missing information or to arrange for the signing of the enrollment documents as soon as possible so that the Enrollment Application can be processed. Households are also reminded that the information they have provided may be verified, and that the amount of the monthly payment to which they are entitled may be modified pending information received from verification and/or a recheck of the calculations made in the interview.

Housing Allowance Program - Brown County, Wisconsin

RENTER'S PARTICIPATION AGREEMENT

This Participation Agreement is entered into this ___ day of _____, 19___, between the HOUSING ALLOWANCE OFFICE OF BROWN COUNTY, INC. ("HAO"), acting on behalf of the Brown County Housing Authority, and _____ ("PARTICIPANT"), a resident of Brown County, Wisconsin.

I. AGREEMENT OF PARTICIPANT

A. AGREEMENT TO PARTICIPATE. I hereby agree to participate in the Housing Allowance Program of Brown County, Wisconsin.

B. PROGRAM BENEFITS. I understand that by agreeing to participate I will receive the following benefits:

1. A housing allowance in an amount as determined under Standards for the Allowance Program, payable each month until March 14, 1984, so long as I remain eligible for assistance and fulfill my obligations as a participant described in Section IC.

2. Assurance that the HAO will use its best efforts to treat in a strictly confidential manner any information I provide to the HAO which could identify me or members of my household.

3. Written notice of any reduction, suspension or termination of my housing allowance together with an explanation of the reason for the change.

4. The opportunity to use an appeals procedure, by which I may appeal certain decisions of the HAO staff.

5. The opportunity to receive information about finding and obtaining decent, safe, and sanitary housing and about equal opportunity in housing.

C. PARTICIPANT OBLIGATIONS. I understand that so long as I am a participant in the program I will have the following obligations:

1. To provide accurate information to the HAO about my household and to permit the HAO to verify such information as required by the program. I understand that this requires me to return to the HAO once every twelve months for an annual recertification interview, to complete and return a mailed questionnaire at the six-month intervals between annual recertifications, and to provide information at other times as the HAO may require.

2. To reside only in housing that has been approved by the HAO in writing as meeting Standards for the Allowance Program relating to housing

Renter's Participation Agreement

and occupancy, and to permit the HAO to evaluate my housing unit as required by the program. *I understand that if I move I will not receive housing allowance payments until the HAO has evaluated and approved my new unit.*

3. To enter into an HAO approved "Lease Agreement" for each unit in which I reside as a participant and to have such an agreement in effect at all times while I am a participant. *I understand that I will receive housing allowance payments only while an HAO approved "Lease Agreement" is in effect.*

4. To use a sum equal to my housing allowance payments for housing expenses.

5. To notify the HAO: (a) before I change my residence or terminate my "Lease Agreement," (b) within two weeks after I sign a new "Lease Agreement" or agree to any change in my rent or responsibility for utilities under an existing "Lease Agreement," and (c) within two weeks after I have received a larger or smaller allowance payment than the HAO has notified me in writing I will receive.

6. To return to the HAO any amounts I receive in excess of the housing allowance I am entitled to receive. I understand that I am not entitled to receive housing allowances (a) in excess of the amount the HAO has notified me in writing I will receive; and (b) after I have failed to fulfill my obligations as a participant described in this section.

7. To enter into a Homeowner's Participation Agreement to take place of this Agreement if I purchase a home and wish to continue to participate in the program.

8. To abide by the Standards for the Allowance Program, a copy of which has been furnished to me.

D. MODIFICATION, SUSPENSION AND TERMINATION OF PROGRAM BENEFITS.

I understand that:

1. The amount of my housing allowance payment may be increased or decreased by the HAO because of changes in my household income, size, or housing expenses. I understand that the HAO shall not be required to make such adjustments more frequently than semiannually and that any increases or decreases due to a change in household size or income will not be retroactive.

2. My participation in the Housing Allowance Program and this Agreement may be terminated or my participation suspended by the HAO if: (a) a change in my household income, size, or status renders me ineligible for the program; or (b) I have failed to fulfill my obligations as a participant described in Section IC above.

Renter's Participation Agreement

3. I may withdraw from the Housing Allowance Program and terminate this Agreement at any time merely by notifying the Housing Allowance Office in writing of my decision to do so.

EXECUTED THIS ____ day of _____, 19__.

PARTICIPANT (HEAD OF HOUSEHOLD)

Address: _____

II. AGREEMENT OF HOUSING ALLOWANCE OFFICE

THE HOUSING ALLOWANCE OFFICE OF BROWN COUNTY, INC. ("HAO"), on behalf of the Brown County Housing Authority, in consideration of the Agreement of Participant set forth above, agrees to provide to PARTICIPANT the benefits described in Section IB above.

EXECUTED THIS ____ day of _____, 19__.

HOUSING ALLOWANCE OFFICE OF
BROWN COUNTY, INC., for the
Brown County Housing Authority

By: _____
Address: _____

Housing Allowance Program - Brown County, Wisconsin

HOMEOWNER'S PARTICIPATION AGREEMENT

This Participation Agreement is entered into this _____ day of _____, 19____, between the HOUSING ALLOWANCE OFFICE OF BROWN COUNTY, INC. ("HAO"), acting on behalf of the Brown County Housing Authority, and _____ ("PARTICIPANT"), a resident of Brown County, Wisconsin.

A. AGREEMENT TO PARTICIPATE. The PARTICIPANT hereby agrees to participate in the Housing Allowance Program of Brown County, Wisconsin.

B. PROGRAM BENEFITS. The PARTICIPANT understands that by agreeing to participate he will receive the following benefits:

1. A housing allowance in an amount determined under Standards for the Allowance Program, payable each month until March 14, 1984, so long as the PARTICIPANT remains eligible for assistance, and fulfills his obligations as a PARTICIPANT described in Section C.

2. Assurance that the HAO will use its best efforts to treat in a strictly confidential manner any information the PARTICIPANT provides to the HAO which could identify him or members of his household.

3. Written notice of any reduction, suspension or termination of my housing allowance together with an explanation of the reason for the change.

4. The opportunity to use an appeals procedure, by which the PARTICIPANT may appeal certain decisions of the HAO staff.

5. The opportunity to receive information about housing and home ownership and about equal opportunity in housing.

C. PARTICIPANT OBLIGATIONS. The PARTICIPANT understands that so long as he is a PARTICIPANT in the program he will have the following obligations:

1. To provide accurate information to the HAO about his household and to permit the HAO to verify such information as required by the program. The PARTICIPANT understands that this requires him to return to the HAO once every twelve months for an annual recertification interview, to complete and return a mailed questionnaire at the six-month intervals between annual recertifications, and to provide information at other times as the HAO may require.

2. To reside only in housing that has been approved by the HAO as meeting program housing and occupancy standards, and to permit the HAO to evaluate his housing unit as described in the manual. *The PARTICIPANT understands that if he moves he will not receive housing allowance payments until the HAO has evaluated and approved his new unit.*

Homeowner's Participation Agreement

3. To use a sum equal to his housing allowance payments for housing expenses.

4. To notify the HAO: (a) before he changes his residence or sells his home; and (b) within two weeks after he receives a larger or smaller allowance payment than the HAO has notified him in writing he will receive.

5. To return to the HAO any amounts he receives in excess of housing allowance he is entitled to receive. The PARTICIPANT understands that he is not entitled to receive housing allowances: (a) in excess of the amount the HAO has notified him in writing he will receive; and (b) after he has failed to fulfill his obligations as a participant described in this section.

6. To enter into a Renter's Participation Agreement to take the place of this agreement if he wishes to move to a rental unit and continue to participate in the program.

7. To abide by the Standards for the Allowance Program, a copy of which has been furnished to him.

D. MODIFICATION, SUSPENSION AND TERMINATION OF PROGRAM BENEFITS. The PARTICIPANT understands that:

1. The amount of his housing allowance payment may be increased or decreased by the HAO because of changes in his household income, size or housing expenses. The PARTICIPANT understands that the HAO shall not be required to make such adjustments more frequently than semiannually and that any increases or decreases due to a change in household size or income will not be retroactive.

2. His participation in the Housing Allowance Program and this agreement may be terminated or his participation suspended by the HAO if: (a) a change in his household income, size, or status renders him ineligible for the program; or (b) he has failed to meet the obligations of participation described in Section C above.

3. He may withdraw from the Housing Allowance Program and terminate this Agreement at any time merely by notifying the Housing Allowance Office in writing of his decision to do so.

EXECUTED this _____ day of _____, 19____.

HOUSING ALLOWANCE OFFICE OF
BROWN COUNTY, INC. for the
Brown County Housing Authority

PARTICIPANT (HEAD OF HOUSEHOLD)

by _____
Address:

By _____
Address:

LEASE AGREEMENT

1. LEASE OF PROPERTY

A. Description of Property: The Landlord has agreed to lease to the Tenant the property located at _____.

B. Rent: \$ _____ per month payable on _____ day of each month, in advance.

C. Utilities: It is agreed that the following defines responsibility for utility payments. Utilities paid for by the landlord are checked in boxes marked *Landlord* below. Utilities paid for by the tenant *in addition to* the rental amount stated in paragraph 1.B. above, are checked in boxes marked *Tenant* below. (If tenant and landlord share the expense for any item, both columns are checked.)

	Landlord	Tenant
Who is required to pay for lighting?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for fuel for cooking?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for heat?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for fuel for hot water?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for water?	<input type="checkbox"/>	<input type="checkbox"/>
Who is required to pay for sewage costs?	<input type="checkbox"/>	<input type="checkbox"/>
List any other housing expenses and who is required to pay for them:		
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

D. Term of Lease Agreement: This lease agreement begins on _____ and ends on _____. (PERIOD MUST COVER AT LEAST ONE YEAR.)

OPTIONAL PROVISION - APPLIES ONLY IF "YES" CHECKED BELOW

YES

The Landlord and Tenant agree that this agreement may be terminated upon thirty (30) days advance written notice by either party.

E. Additional Provisions: Any additional provisions on which the Landlord and the Tenant agree shall be attached to this Agreement. If the Landlord and the Tenant have an existing written lease, such lease shall be attached to this Agreement.

2. PROVISIONS REQUIRED BY THE HOUSING ALLOWANCE PROGRAM. The following provisions are agreed to by the Tenant and the Landlord and shall apply so long as the Tenant is a participant in the Brown County Housing Allowance Program:

A. Notice to Vacate: The Landlord may evict the Tenant under the requirements of local law, but he must obtain prior authorization from the Housing Allowance Office of Brown County, Inc. (HAO). The Landlord shall give written notice of the proposed eviction simultaneously to the Tenant and the HAO stating the grounds, giving the Tenant at least ten (10) days to respond, and stating that the Tenant may present his objections to the HAO. The HAO shall review the Landlord's statement of the grounds, and the Tenant's objections, if any, and shall authorize the eviction unless it finds on the basis of these submissions the grounds to be clearly insufficient under the lease. The HAO shall notify the Landlord and the Tenant of its determination within twenty (20) days of its receipt of the notice from the Landlord. (This provision relates solely to participation in the Housing Allowance Program and shall not in any way affect the rights and remedies of the Landlord and Tenant under Wisconsin law.)

B. Termination by Tenant: In addition to any other rights of termination which the Tenant may have under Wisconsin law and this Agreement, if the Tenant receives notification from the HAO that the premises do not meet HAO housing standards, and the repairs required

to meet such standards are the responsibility of the Landlord, the Tenant may give the Landlord, together with a copy of the notification from the HAO, written notice of his intention to terminate this Agreement: (a) thirty (30) days after his written notice to the Landlord, if the Landlord has not yet initiated the required repairs; or (b) sixty (60) days after his written notice to the Landlord, if the Landlord has not yet completed the required repairs. Either or both of these time periods may be extended if agreed to by the HAO on showing of good cause.

C. Responsibility for Rent: The Tenant is the party solely responsible for payment of rent. Neither the HAO nor the Federal Government nor any other person or entity has assumed any obligation for payment of rent or the meeting of any other Tenant obligations.

D. Prohibition of Discrimination: The Landlord shall not discriminate against the Tenant in the provision of services, or in any other manner, on the grounds of race, color, creed, religion, sex, or national origin.

E. Certification Concerning Previous Occupant: The Landlord certifies that the premises described in paragraph 1.A. above (CHECK ONE OF THE FOLLOWING):

- Are presently vacant and were vacant prior to the execution of this Agreement
- Are presently occupied by the Tenant and were occupied by the Tenant prior to the execution of this Agreement.
- Were previously occupied by persons other than the Tenant but were vacated as result of (1) a voluntary decision of such persons, or (2) action of the Landlord for cause, or (3) reasons clearly unrelated to the proposed leasing to the Tenant, as follows: _____

3. EFFECT OF THIS AGREEMENT. This Agreement shall be considered an integral part of any Lease or other additional terms attached hereto. To the extent there is any inconsistency between this Agreement and any such attached Lease or additional terms, the terms of this Agreement shall be controlling.

LANDLORD OR AGENT

(Signature(s))

(Landlord's Address)

(Date)

TENANT

(Signature(s))

(Date)

If the Landlord is represented by an agent, please indicate the owner's name and address.

Name: _____

Address: _____

HOUSING ALLOWANCE OFFICE

MODEL: REQUEST FOR ADVANCE - REPAYMENT AGREEMENT

Date _____

I herewith request an advance in the Amount of Advance indicated below from the Housing Allowance Program to help cover deposits required as an established practice by the sources (landlord and/or utility companies) listed under Composition of Advance. I understand that this advance is interest free.

- 1. Amount of Advance* \$ _____
- 2. Amount Financed = \$ _____
- 3. FINANCE CHARGE + \$ 0 _____
- 4. Total of Payments = \$ _____

Composition of Advance	
Amount	Name of Landlord or Utility Company
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____

I agree to repay the Amount Financed in _____ monthly installments of \$ _____ each, plus a final installment of \$ _____ in the _____ month. For this purpose, I authorize the Housing Allowance Office (HAO) to deduct such amounts from my regular monthly allowance payments during the next _____ months.

However; (1) if during any month in this period, the allowance payment I receive is less than the specified deduction, I agree to repay, during that month, the difference between the allowance payment and the deduction; and (2) if I am suspended or terminated, I agree to repay the full amount of each remaining installment due each month through the end of the period. I understand that in either case I will be in default under this Agreement when two or more scheduled repayments or any portion remain unpaid for more than ten days after their due dates. In this circumstance, the HAO has the right to demand immediate payment of the full unpaid balance, if I do not cure my default within 15 days after the HAO sends me a written default notice.

NOTICE TO APPLICANT

- (a) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES IN ITEMS 1, 2, 3, or 4.
- (b) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
- (c) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT.

FOR OFFICE USE ONLY	
Client ID# _____	MMA \$ _____
Check# _____	Mo. Gross Pmt. \$ _____
Date _____ / _____ / _____	Unit Approved or Approvable _____
_____	Approved _____
Certification Supervisor _____	_____
_____ / _____ / _____	Disapproved _____
Date _____	_____

Signature _____

Print Name _____

Unit Address _____

*May not be greater than allowable by program standards.

HOUSING ALLOWANCE OFFICE

MODEL: REQUEST FOR ADVANCE - REPAYMENT AGREEMENT
(WHEN THERE IS AN OUTSTANDING OVERPAYMENT OR ADVANCE BALANCE)

Date: _____

I herewith request an advance in the Amount Requested indicated below from the Housing Allowance Program to help cover deposits required as an established practice by the sources (landlord and/or utility companies) listed under Composition of Amount Requested. I understand that this advance is interest free.

- 1. Amount Requested* \$ _____
- 2. Amount Outstanding from Previous Advances and Collectible Overpayments -\$ _____
- 3. Amount of Advance =\$ _____
- 4. Amount Outstanding from Previous Advances +\$ _____
- 5. Amount Financed =\$ _____
- 6. FINANCE CHARGE +\$ _____
- 7. Total of Payments =\$ _____

Composition of Amount Requested	
Amount	Name of Landlord or Utility Company
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____

I agree to repay the Amount Financed in _____ monthly installments of \$ _____ each, plus a final installment of \$ _____ in the _____ month. For this purpose, I authorize the Housing Allowance Office (HAO) to deduct such amounts from my regular monthly allowance payments during the next _____ months.

However; (1) if during any month in this period, the allowance payment I receive is less than the specified deduction, I agree to repay, during that month, the difference between the allowance payment and the deduction; and (2) if I am suspended or terminated, I agree to repay the full amount of each remaining installment due each month through the end of the period. I understand that in either case I will be in default under this Agreement when two or more scheduled repayments or any portion remain unpaid for more than ten days after their due dates. In this circumstance, the HAO has the right to demand immediate payment of the full unpaid balance, if I do not cure my default within 15 days after the HAO sends me a written default notice.

NOTICE TO APPLICANT

- (a) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES IN ITEMS 1 through 7.
- (b) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
- (c) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT.

FOR OFFICE USE ONLY	
Client ID# _____	MMA \$ _____
Check # _____	No. Gross Pmt. \$ _____
Date _____ / _____ / _____	Unit Approved or Approvable _____
_____	Approved _____
Certification Supervisor _____	Disapproved _____
Date _____ / _____ / _____	

Signature _____

Print Name _____

Unit Address _____

* May not be greater than allowable by program standards.

The Housing Allowance Office

MODEL: LETTER OF CONFIRMATION FOR CLIENTS
WHO DECLINE PARTICIPATION

Dear (Client):

From the information you provided at the time of your enrollment interview, you have been found to be eligible to participate in the Housing Allowance Program. However, you have decided to decline participation in the program and this is a notice to confirm your decision.

If you should change your mind about participating in the Housing Allowance Program, please contact us.

Sincerely,

The first part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

The second part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

The third part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

The fourth part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

The fifth part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

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The ninth part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

The tenth part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

The eleventh part of the document is a letter from the Secretary of the State to the President of the United States, dated January 1, 1865. The letter is addressed to the President and is signed by the Secretary of the State.

CHAPTER 10.00 - ENROLLMENT

10.08 - POST-ENROLLMENT INTERVIEW PROCEDURES

01 - Procedural Overview

Only completed Enrollment Applications are sent for further processing. For households who do not participate, the application is complete when the information provided by the client and recorded on the form clearly establishes the household's ineligibility or when the head of household refuses to sign the Participation Agreement. For eligible households, the application is complete when it is signed by the head of household and accompanied by the following attachments:

- o All available documentation.
- o Request for Information Forms (Forms 10.06-1, 10.06-2, 10.06-3a and 3b, and 10.06-5), if applicable.
- o A signed copy of the Participation Agreement (Form 10.07-1 or 10.07-2).

Incomplete enrollment packages are held until all of the above items are completed. The Enrollment Interview Sheet for incomplete applications reminds the staff of the date on which the missing information is due. Pursuant to the dates on the Enrollment Interview Sheet, a staff member makes the necessary attempts to retrieve the outstanding information. Flexibility is allowed in this procedure so that more than one reminder call may be made.

Incomplete Enrollment Applications are held until all the required information and documentation are provided. However, no Enrollment Application is to be held longer than three months, after which the client is informed (Form 10.08-3) that his Enrollment Application will not be processed and he will have to reapply by submitting a new Preliminary Application if he wants to participate in the program. Part IX of the Enrollment

Application is completed by circling Y for Eligibility Undetermined. The application is then placed in the batch of applications awaiting processing.

When the client provides the HAO with new data for an unprocessed Enrollment Application, and if this information results in a change to the original Enrollment Application, the client must either initial the change made to the application, sign a statement acknowledging the change to the application, or receive written notice from the HAO of the change to the application. Completed applications are then prepared for processing under the procedures described below.

02 - Indicating Eligibility and Need for Verification

After an application is complete, the interviewer completes Part IX of the Enrollment Application. The interviewer then checks whether the household is eligible or ineligible and the reasons why, and also checks if the household declined to participate in the program.

The Specialist enters the appropriate code to the "Verification" box of Part IX, based on the documentation provided by the client in accordance with the following guidelines (see Section 11.03).

03 - Request for Housing Evaluation

Using the *Instructions for Completing the Housing Unit Certification Form*, the interviewer completes Questions 1-24 of a Housing Unit Certification Form (Form 10.08-1), which serves as a request for evaluation of the household's current unit. As a part of this process the interviewer checks the type of evaluation needed (see form), and notes the information about the household's size and composition for use by the housing evaluation staff in applying the program's occupancy standards.

04 - Controlling the Quality of Enrollment Activities

Responsibility for maintaining the quality of enrollment activities rests with HAO management. Routine measures to be exercised by the management may include:

1. Before batching and forwarding completed Enrollment Applications for manual certification, the Supervisor randomly selects the applications to be quality controlled and checks them for completeness and accuracy.
2. The Supervisor may contact the clients by telephone. The dates and results of the telephone interview are documented.
3. The Supervisor or his designee may sit in with each interviewer as they are conducting some of their first interviews, and a number of randomly selected subsequent interviews. The Supervisor does not play an active part in the interview, but observes if program standards are correctly applied, if the Specialist explains the process so that the client understands it, and if the enrollment procedures are properly carried out. Upon termination of the interview, the Supervisor records the dates and summary results, and documents the contents of the quality control observations.

The Supervisor discusses the results of each quality control check with the staff member. As required, the Supervisor may conduct ongoing training sessions. Each month the Supervisor completes a quality control report for that period. The data review staff provides an additional quality control check, since all Enrollment Applications are checked for completeness and accuracy.

On a regular basis, the Supervisor meets with the staff to discuss problems in scheduling, conducting the enrollment interviews, completing the Enrollment Application Form, and other enrollment activities. The objectives of such discussions are to provide feedback on the enrollment system and to exchange ideas and techniques which may improve the process. Problems encountered through quality control procedures are also discussed in these meetings. If necessary, additional training is arranged to improve implementation of enrollment procedures. Management and Supervisory staff also meet regularly for the purposes of discussing and dealing with quality control problems.

The Housing Allowance Office

MODEL: HOUSING UNIT CERTIFICATION FORM

HOMEOWNER _____ ELDERLY _____

RENTER _____ NON-ELDERLY _____

PART I - ACTION REQUEST

<p>1. Client ID (AII-1)</p> <table border="1" style="width: 100px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>							<p>2. Test Name (AII-7)</p> <table border="1" style="width: 100px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>							<p>3. Effective Date (AII-12)</p> <table border="1" style="width: 100px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td style="text-align: center; font-size: 8px;">Mo.</td> <td style="text-align: center; font-size: 8px;">Day</td> <td style="text-align: center; font-size: 8px;">Yr.</td> </tr> </table>				Mo.	Day	Yr.	<p>4. UC (AII 18-19)</p> <table border="1" style="width: 50px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">1</td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td colspan="2" style="text-align: center; font-size: 8px;">Type Usage</td> </tr> </table>	1		Type Usage	
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<p>5. Serial (AII-22)</p> <table border="1" style="width: 100px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 100px; height: 20px;"></td> </tr> </table>		<p>6. Reference Serial (AII-27)</p> <table border="1" style="width: 100px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>						<p>Usage Codes</p> <ol style="list-style-type: none"> 1. Unit Certif./Payment Author 2. Re-evaluation 3. Miscellaneous Updates 4. Error Correction 5. Incomplete Unit Certif. 6. Correction for Incomplete 																	
<p>Client Services Specialist ID:</p> <table border="1" style="width: 60px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																									

PART II - CLIENT IDENTIFICATION

<p>7a. Name of Head of Household</p> <table border="1" style="width: 250px; height: 25px; border-collapse: collapse;"> <tr> <td style="width: 250px; height: 25px;"></td> </tr> </table>		<p>8a. Number of persons in the eligible household _____</p>								
<p>7b. Name of Spouse</p> <table border="1" style="width: 250px; height: 25px; border-collapse: collapse;"> <tr> <td style="width: 250px; height: 25px;"></td> </tr> </table>		<p>8b. Number of other persons residing in the unit _____</p>								
<p>9. Current Residence Address</p> <table border="1" style="width: 250px; height: 25px; border-collapse: collapse;"> <tr> <td style="width: 250px; height: 25px;"></td> </tr> <tr> <td style="width: 250px; height: 25px;"></td> </tr> <tr> <td style="width: 250px; height: 25px;"></td> </tr> </table>				<p>8c. Total number of persons residing in the unit _____</p> <p>8d. Children under 7 Y N</p>						
<p>11. Current Mailing Address</p> <table border="1" style="width: 250px; height: 25px; border-collapse: collapse;"> <tr> <td style="width: 250px; height: 25px;"></td> </tr> <tr> <td style="width: 250px; height: 25px;"></td> </tr> <tr> <td style="width: 250px; height: 25px;"></td> </tr> </table>				<p>10. Residence Since</p> <table border="1" style="width: 100px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td style="text-align: center; font-size: 8px;">Mo.</td> <td style="text-align: center; font-size: 8px;">Yr.</td> <td></td> </tr> </table>				Mo.	Yr.	
Mo.	Yr.									
<p>12. Telephone No.</p> <p>12a. Home</p> <table border="1" style="width: 150px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table> <p>12b. Work</p> <table border="1" style="width: 150px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>										
<p>13. Neighborhood Code (Residence) (1-32)</p> <table border="1" style="width: 60px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>				<p>14. Census Tract (Residence) (1-35)</p> <table border="1" style="width: 60px; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>						

RECIPIENT

PART III - REQUEST FOR HOUSING EVALUATION

YES _____ NO _____

15. Date Requested (1-38)

Mo.	Day	Yr.

17. Evaluation Type (1-45)

- Initial Enrollment 1
- Pre-Move 2
- Post-Move 3
- Annual Re-evaluation 4
- Re-eval. (Deficiency Correction) . 5
- Other 7
- Reinstatement Evaluation 8

16. Tenure (1-24)

- Renter-Occupant 1
- Plans to rent 2
- Homeowner-Occupant 3
- Plans to Buy 4
- Subsidized/Extended Family .. 5

Explain _____

18. Evaluation Form (1-46)

- Short Form 1
- Long Form 2

Annual Recertification Due Date:

Mo. Day Year

19. Address of Housing Unit

(2-22)

(2-47)

(3-22)

CITY STATE (3-38) ZIP CODE (3-40)

23. Mailing Address

(4-22)

(4-47)

(5-22)

CITY STATE (5-38) ZIP CODE (5-40)

25. For Access to Unit, Contact

26. Address

27. Phone

28. Directions:

20. Residence Since (3-45)

Mo.	Yr.

21. Neighborhood Code (3-49)

22. Census Tract (3-52)

24. Telephone No. Home (5-45)

Telephone No. Work (5-52)

PART IV - HOUSING EVALUATION REPORT

29. Action Taken: New Evaluation 1
 (6-22) Previous Evaluation 2
 No Evaluation 3

30. Unit ID (6-23)

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

31. Evaluation Date (6-29)

Mo.	Day	Yr.

32. HEF Serial (6-35)

--	--	--	--	--

	<u>ACCEPTABLE</u>	<u>NOT ACCEPTABLE</u>
33. Result of Evaluation		
33a. Habitability (6-40)	1	2
33b. Condition (6-41)	1	2
33c. Occupancy (6-42)	1	2
34. Acceptable for this Client (6-43)	1	2

35. Date of Certification (6-44)

Mo.	Day	Yr.

36. Size of Unit (Number of Rooms) _____
 6-50 / 6-52

	<u>ACCEPTABLE</u>	<u>NOT ACCEPTABLE</u>
37. OTHER EVALUATION RESULTS		
37a. Defective Paint, Int. (6-54)	1	2
37b. Defective Paint, Ext. (6-55)	1	2
37c. Date of Special re-evaluation (6-56)		

Mo.	Day	Yr.

Signature

Housing Evaluation Supervisor

PART V – LEASE REVIEW AND PAYMENT AUTHORIZATION

38. Tenure
(7-22)

Renter R
 Rent-Free F
 Homeowner H

39. Date of Payment Authorization
(7-23)

Mo.	Day	Yr.

40. Effective Date of Lease/Mortgages
(7-29)

Mo.	Day	Yr.

41. Expiration Date of Lease/Mortgages
(7-35)

Mo.	Day	Yr.

42. Name of Landlord/Agent or Mortgagor

(7-41) [Grid for Name]

43. Address of Landlord/Agent or Mortgagor

[Grid for Address]

RENTERS						HOMEOWNERS									
	LT	CK	WH	HT	GB	SW	WR		LT	CK	WH	HT	GB	SW	WR
44. Utilities (8-22)	[]	[]	[]	[]	[]	[]	[]	44. Utilities (8-22)	[]	[]	[]	[]	[]	[]	[]
45. Rent (8-29)	[]	[]	[]			[]	[]	45. Int. Pymt. (8-29)	[]	[]	[]			[]	[]
								46. Prop. Txs. (8-34)	[]	[]	[]			[]	[]
								47. Insurance (8-39)	[]	[]	[]			[]	[]
								48. Maintenance (8-44)	[]	[]	[]			[]	[]
49. Utilities (8-49)	[]	[]	[]			[]	[]	49. Utilities (8-49)	[]	[]	[]			[]	[]
								50. Other (8-54)	[]	[]	[]			[]	[]
51. Total Hsg. Expen. (8-59)	[]	[]	[]			[]	[]	51. Total Hsg. Expen. (8-59)	[]	[]	[]			[]	[]
52. Monthly Max. Allow. (8-64)	[]	[]	[]			[]	[]	53c. Date of Check	[]	[]	[]			[]	[]
53. Monthly Gross Pymt. (8-69)	[]	[]	[]			[]	[]	53f. Check No.	-----						
53a. Prorated Pymt.	[]	[]	[]			[]	[]	53e. Initials of Check Maker	-----						
53b. Total Check Amt.	[]	[]	[]			[]	[]	54. Signature	-----						
								Certification Superior	-----						

The Housing Allowance Office

MODEL: ENROLLMENT APPLICATION BATCH FORM

Date Submitted to Certification: _____

Number of Applications in Batch: _____

Received by
CERTIFICATION:

Date: _____

Initials: _____

Batch of Eligible Applications

Batch of Ineligible Applications

	Client I.D. Nos.	Client I.D. Nos.	Client I.D. Nos.	Client I.D. Nos.	Client I.D. Nos.
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

The Housing Allowance Office

MODEL: LETTER SENT TO CLIENTS WHOSE ENROLLMENT APPLICATION
IS STILL BEING HELD BY CLIENT SERVICES SECTION THREE
MONTHS FOLLOWING THE ENROLLMENT INTERVIEW

Dear (Client):

We have been unable to process your Enrollment Application of
_____ because the following information has not been
(date of interview)
provided:

(It is the policy of the Housing Allowance Office to hold incomplete applications for no longer than three months. Therefore, as of _____, we must consider your application void and you will be required to submit a new Preliminary Application if you still wish to participate in the Housing Allowance Program).

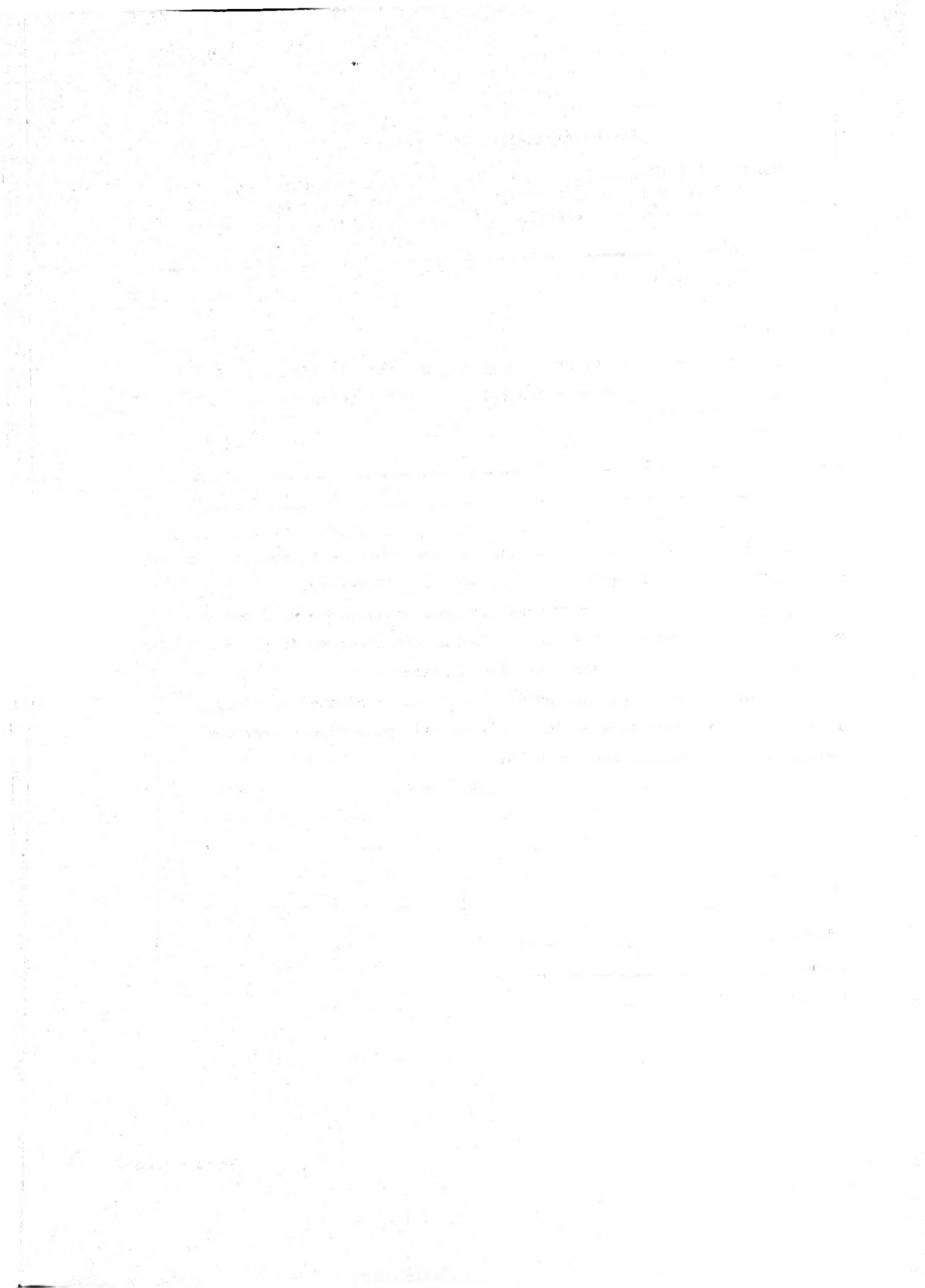
If you are experiencing any difficulty in obtaining the missing information or have any questions, please call your Client Services Specialist at the office noted below.

Sincerely,

Address: _____

Phone: _____

Office Hours: _____



CHAPTER 11.00 - CERTIFICATION

11.01 - GENERAL DESCRIPTION

01 - Objective

The objective of the certification function is to ensure that allowances are accurately channeled on a timely basis to the low- and moderate-income households for which they are intended. That function encompasses three general areas of activity:

- o checking the accuracy of the information recorded and calculated by staff members through manual and computer review of all data collection forms;
- o collecting up-to-date information on each household at regularly scheduled intervals after enrollment;
- o checking the accuracy of client-provided information by requiring documentation and by verifying undocumented information with third parties for selected cases.

This chapter presents a general description of the activities involved in processing enrollment and recertification forms and in verifying the information provided by clients. More detailed descriptions and instructions for staffing, timing, and processing are set forth in instruction manuals maintained by the HAO.

02 - Checking Completeness and Accuracy

Completeness and accuracy in recording client information is checked both manually and by computer. The manual review is normally performed by a different staff member than the person who filled out the form. The reviewer checks to see that responses to all required questions have been obtained and properly recorded, that all calculations have been performed accurately, and that all required documentation (or signed Request for Information Forms) have been included.

The computer also checks for the presence of valid responses to required questions and checks the accuracy of calculations. Corrections are made prior to submission for computer storage.

03 - Regular Recertifications

Households remain enrolled in the program as long as they continue to be eligible, i.e., they continue to reside in the participating jurisdiction, meet household composition standards, remain within the asset limit, and their adjusted gross income and household size are such that their maximum allowance entitlement is greater than zero.

To validate continued eligibility and to make necessary adjustments to the allowance entitlement, two types of periodic recertifications are performed:

- o Semi-annual recertification: About six months after the enrollment interview and annually thereafter, the computer system prepares a Semi-annual Recertification Form that is mailed to most clients.* Household composition and income sources provided at the last interview are printed on the form. The household head is asked to write in the current amounts for each income source and any changes to household membership or income that have occurred. Follow-up interviews (by telephone or in person) are initiated by the HAO when a change is apparent but there is insufficient information to redetermine eligibility or allowance entitlement. The information is subject to verification in a similar manner to the enrollment verification process.
- o Annual recertification: About twelve months after the enrollment interview and annually thereafter, the client is required to schedule an annual recertification interview to update the information that was provided at the enrollment interview.

*Based on analyses of the cost-effectiveness of this process, certain types of households may be exempted from the semi-annual cycle (see Chapter 11.04).

The information is subject to verification in a similar manner to the enrollment verification process.

04 - Special Recertifications

Special recertifications are performed when there are household status changes between regular recertifications:

- o HAO initiated specials: The HAO may place a household on a special recertification cycle (at one- to three-month intervals) if it is determined that the household has zero adjusted gross income or that the household has lost its primary sources of income within the past 90 days. The procedure is similar to the semi-annual recertification.
- o Change of household head: A special recertification is required when the household head changes. When the household head dies, or remains with the household but a new head is designated, the old client ID number is retained. A new Participation Agreement and new lease (for renters) must be signed by the new head. If the household head moves away, the remaining members may continue to participate if they are determined eligible through a new enrollment process with a new client ID number.
- o Hardship: A client may request a special recertification if there has been a decrease in household income of more than \$40 per month or an increase in household size. The HAO processes such requests as administrative capacity permits.
- o Other volunteered information: Even though they are discouraged from doing so, clients may volunteer other information about household changes between regular recertifications. The HAO is not obligated to process such cases but will attempt as many as administrative capacity permits. If the change is unfavorable to the client, the client is told that it is not necessary to provide the information until the next regular recertification.

In a special recertification, clients are asked questions only about items directly affected by the change; it is not necessary to review all the questions asked at an enrollment interview.

If the client is due for a semi-annual within 60 days or an annual within 60 days of the special recertification, the HAO may opt to administer the regular recertification instead. This does not affect the timing of future scheduled recertifications.

Procedures for special recertifications are described in Section 11.06 and in the *Special Recertification Manual*.

05 - Other Household Status Changes

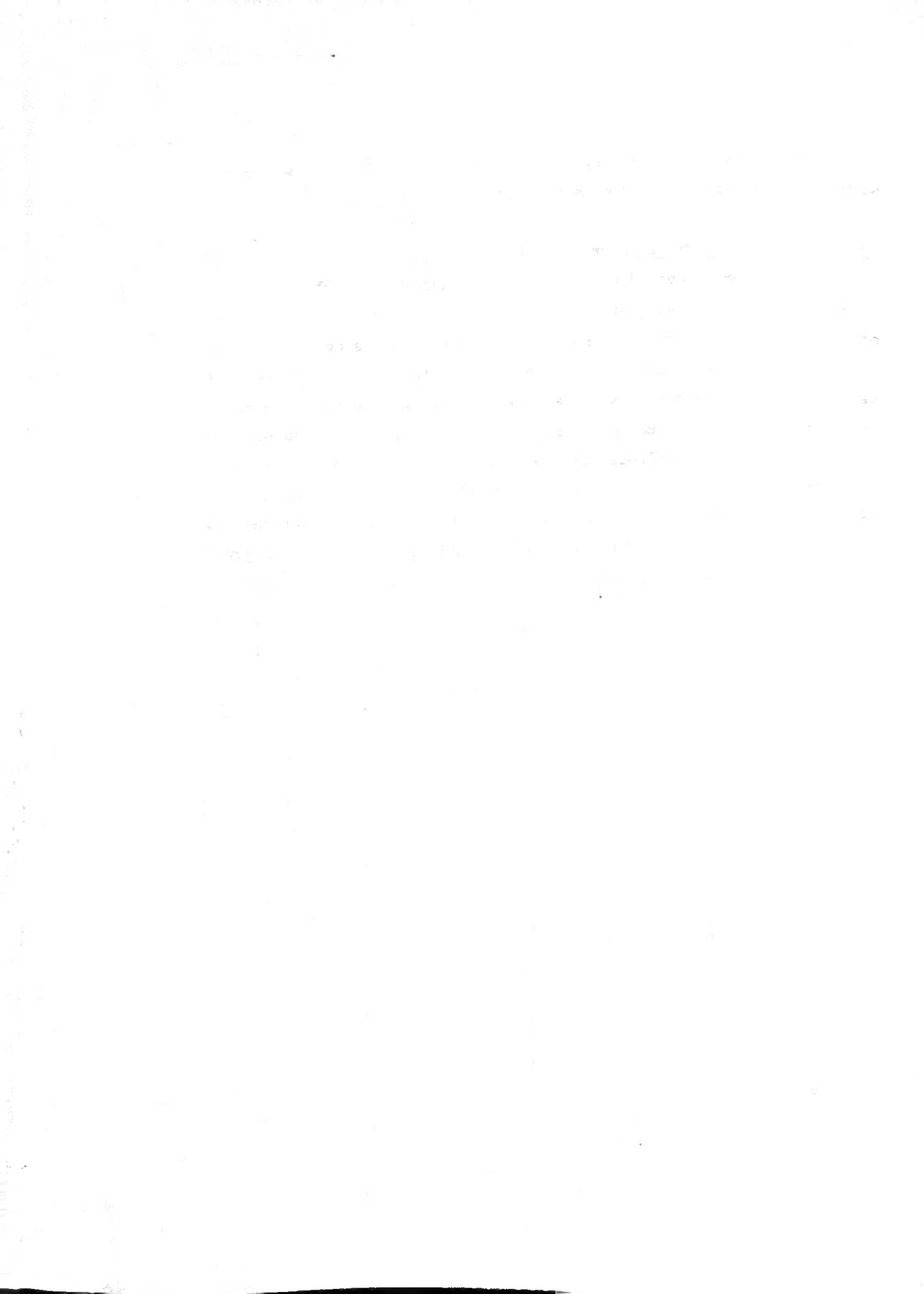
There are several other types of changes which the HAO must process between regular recertifications. They are not special recertifications because they do not involve changes affecting eligibility or allowance entitlement:

- o Lease agreement changes: The HAO reviews changes in rent, the term or responsibility for utilities specified by existing lease agreements, or any new lease agreements. Where housing expenses have changed, the amount of allowance payments may be affected.
- o Residence changes: When a client informs the HAO of plans to move, the HAO initiates a housing evaluation for the proposed dwelling. If successful, the client continues to receive assistance although in some cases, changes to housing expenses may affect the amount of the monthly payment. If the move also involves a tenure change, a new Participation Agreement must be signed.
- o Tenure changes: A new Participation Agreement is required for a tenure change at the existing residence, i.e., when a renter buys the unit that was being rented, or an owner sells and leases back the owned dwelling. In the latter case, a lease agreement is also required. In both cases, new housing expense information is collected.

Procedures for processing other household status changes are described in Section 11.06 and in the *Special Recertification Manual*.

06 - Verifying Information Provided by Clients

Information provided by clients at enrollment and subsequent recertifications is subject to verification by third parties. Based on the amount of income and asset information that was not documented, codes are assigned that determine the size of the sample selected for verification. The sample size may vary during the program's operation depending on error rates, administrative circumstances, and other factors. Forms are selected randomly according to the proportions specified for each code. Generally, verification involves calling or writing the institution or individual for which Request for Information Forms have been signed by the client to confirm the information provided by the client. See Section 11.03 and the *Verification Manual* for more detailed instructions.



CHAPTER 11.00 - CERTIFICATION

11.02 - PROCESSING ENROLLMENT APPLICATIONS

01 - Introduction

This section outlines the major steps in processing Enrollment Application Forms. It presents general descriptions of the following required processing functions:

- o receiving and logging the application packages,
- o preliminary computer editing (optional),
- o manual review,
- o data processing,
- o errors in determining eligibility or allowance entitlement,
- o selecting cases for third-party verification.

More detailed descriptions, including timing, ordering, and staffing specifications, are set forth in the *Enrollment Instructions Manual* and *Verification Manual* of the HAO.

In reviewing enrollment application materials, the HAO is most concerned with ensuring the completeness and accuracy of the enrollment process, and uses both computer and manual checking procedures. To maintain the integrity of the review process, manual checking is normally performed by different staff members from those who administer the interviews.

02 - Receiving and Logging Enrollment Application Packages

The enrollment application packages are first reviewed for completeness. For enrollees, a complete enrollment package consists of:

- o a Preliminary Application,
- o a completed and signed Enrollment Application Form,
- o a signed Participation Agreement, and

- o all applicable documentation or completed and signed Request for Information Forms.
- o Most packages will also contain a completed request for evaluation section of the Housing Unit Certification Form for the client's current dwelling, but it is not required.

For applicants who have not signed the Participation Agreement, a completed package may consist of the Enrollment Application Form only. Incomplete application packages are sent back to the interviewer before continuing through the processing stages.

The Certification Log (Form 11.02-1) is used to track the status of all applications through the processing stages.

If present in the package, the request for evaluation is separated from the rest of the materials and sent to the housing evaluation staff.

03-Preliminary Computer Edit

When administratively appropriate, a preliminary computer edit may be performed. The application forms of completed and logged enrollment packages are sent to the data processing staff for key-punching and running the preliminary edit. The program checks whether data are properly entered and the entitlement correctly calculated. For example, dates and location codes must be present and valid, and sex of each household member must be entered as "M" or "F." The program checks calculations by adding individual income amounts to verify the recorded total household income, subtracting deductions to derive adjusted gross income, and computing the allowance entitlement from the household size and income information. Applications with no errors proceed to the manual review stage; those with errors are corrected before or during the manual review. The computer produces an edit/error listing that assists in making the corrections.

04 - Manual Review

The manual review function can be performed either before or after the computer edit. It is designed to discover errors in policy

application, documentation, and coding. Information that is not key-punched, such as worksheet calculations, is also checked by hand.

For example, policy application checks include determining whether earned income has been calculated over the correct period and is counted for all relevant household members, and whether each individual listed on the application meets relationship or dependency criteria. Necessary documentation is certified as being present and acceptable, and checks are made that documented information has been accurately transferred to the form. Coding must be manually checked since the computer can ensure that codes are valid, but cannot tell if a valid code has been used correctly.

Errors that are detected may be corrected by the specialist who checked the form or by the specialist who administered the interview.

05 - Data Processing

After the manual review and necessary corrections have been completed, the applications proceed to data processing. If the preliminary edit was not previously performed, the forms are keypunched, computer-edited, and corrected as described in 11.02.03 above. All forms that have completed both the manual and computer editing processes are then submitted for storage on a computer data file. The hardcopy application forms are returned to their respective enrollment packages. The materials of nonparticipants are submitted for vault storage. Those of enrollees may be held from final storage awaiting completion of other processes (e.g., verification, housing evaluation).

06 - Errors in Determining Eligibility or Allowance Entitlement

The following procedures should be applied when an HAO staff error in the determination of eligibility or allowance entitlement is discovered.

If the client was determined eligible at the interview but is subsequently found to be ineligible, a designated staff member calls the client to apologize for the error. A letter explaining the final determination is sent (Form 11.02.02).

If the client was determined ineligible at the enrollment interview but is subsequently found to be eligible, the staff member calls the client and follows up with a letter (Form 11.02-3). Where additional information is required, another interview may have to be arranged. Information about documentation that may be needed for that interview is included with the letter to the client.

When an error is discovered causing a reduction of more than \$5 in monthly entitlement, the staff member also calls the client to apologize for the error and explain the circumstances. A follow-up letter is sent (Form 11.02-4).

If the error causes an increase in entitlement or a decrease of \$5 or less, it is not necessary to call the client, but a letter is sent to inform the client of the change (Form 11.02-4).

If the client believes that the revision is incorrect, a formal hearing on the facts of the case is available through the HAO Appeals Process. The HAO staff should assist the client in filing the appeal.

In cases of a determination of ineligibility or reduction of entitlement, the procedures relating to erroneous payments as indicated in Section 13.05.08 should be followed if (1) any overpayment has been made, or (2) the client shows evidence of having made commitments based on the entitlement as it was originally calculated.

07 - Selecting Cases for Third-Party Verification

All information provided by the client to the HAO may be subject to third-party verification. One step in processing enrollment applications is selecting certain enrollees' forms for verification based on defined criteria and established sampling rates. Section 11.03 is concerned entirely with the verification process. Sample selection criteria and procedures for enrollment verification are described in Section 11.03.02.

The Housing Allowance Office

MODEL LETTER: TO CLIENTS WHO WERE INCORRECTLY INFORMED
THAT THEY WERE ELIGIBLE

Dear (Client):

In accordance with our telephone conversation of _____
(date)
with _____,
(Client Services Specialist)
we are sorry to confirm your ineli-
gibility for the Housing Allowance Program for the reason checked below.

We apologize for the error, and encourage you to reapply for the
program if in the future your circumstances change so that you may be
eligible.

- Your household does not meet the residency requirement.
- Your household's adjusted gross income exceeds the program
income limits.
- Your household's total assets exceed the program asset limit.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: TO CLIENTS WHO WERE INCORRECTLY INFORMED
THAT THEY WERE INELIGIBLE

Dear (Client):

As you were notified recently by telephone, you are at present eligible to participate in the Housing Allowance Program.

As was discussed over the telephone, you have an appointment on (Date) at _____ o'clock to review your Enrollment Application Form to make sure that it is still accurate. When you come to your interview, please bring the information listed on the attachment to this letter. (You only need to bring items that have been marked with a check.) We are looking forward to seeing you at that time.

Once again, we apologize for the mistake and are happy that you are eligible to participate in the program. We are looking forward to seeing you.

Sincerely,

The Housing Allowance Office

MODEL LETTER: TO CLIENTS WHEN AN ERROR HAS BEEN MADE IN THE
CALCULATION OF THE ALLOWANCE ENTITLEMENT

Dear (Client):

(As you were notified recently by telephone) A mistake was made in the calculation of your household's allowance entitlement. We find that the proper amount of your entitlement is \$ _____. Your regular monthly allowance payments will be in this amount.

If you feel that this new amount is not in keeping with the program rules for calculating the allowance entitlement, please contact the Supervisor of the HAO Client Services Section.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

CHAPTER 11.00 - CERTIFICATION

11.03 - VERIFICATION

01 - Introduction

To insure the accuracy of information provided by clients at enrollment and recertifications, certain cases are selected for verification by third parties. Case selection is based on sampling rates established by the HAO. This section presents general descriptions of the following aspects of the verification process:

- o sampling rates and criteria,
- o processing guidelines,
- o resolving discrepancies between information provided by the client and by the third-party source.

More detailed descriptions, including timing, ordering, and staffing specifications, are set forth in the the *Verification Manual* of the HAO.

02 - Sample Selection

During the interview or subsequent processing of the enrollment and recertification forms, a code is assigned to each form that indicates the size of the verification sample for each type of transaction and the probability that a given form will be selected. Code assignment is based on the amount of asset and income information for which the client did not provide acceptable documentation. The following table lists two sets of criteria: the first are used for enrollment, reinstatement, and annual recertifications; the second are used for semi-annual and special recertifications.

During the processing of the forms, cases are selected for verification (see the *Verification Manual* for specific timing).

VERIFICATION SAMPLE SELECTION CRITERIA

Code	Sampling Rate	Criteria for Enrollment, Reinstatement, and Annual Recertifications	Criteria for Semi-Annual and Special Recertifications
A	10%	<ul style="list-style-type: none"> o 50%+ of total income documented o all earned income sources of \$2,000+ documented o 50%+ of total assets documented (if assets are within \$1,000 of the limit, all must be documented). 	<ul style="list-style-type: none"> o \$0-39 monthly income change reported
B	33.3%	<ul style="list-style-type: none"> o 10-49% of total income documented o all earned income sources of \$2,000+ documented o 50%+ of total assets documented (if assets are within \$1,000 of the limit, all must be documented). 	<ul style="list-style-type: none"> o \$40-99 monthly income change reported
C	100%	<ul style="list-style-type: none"> o less documentation provided than required by B. 	<ul style="list-style-type: none"> o \$100+ monthly income change reported
D	100%	<ul style="list-style-type: none"> o any suspicious case, regardless of amount of documentation. o undocumented disability 	<ul style="list-style-type: none"> o suspicious cases or claimed disability not reported at last interview
F	0%	<ul style="list-style-type: none"> o full documentation, not verified. 	<ul style="list-style-type: none"> o full documentation, not verified regardless of income change
I	0%	<ul style="list-style-type: none"> o applicant is ineligible, not verified. 	<ul style="list-style-type: none"> o determined ineligible, not verified

03 - Processing Guidelines

Timing. Verification takes place concurrently with but separately from other processing steps and may continue after the client has been notified of eligibility or has begun receiving payments. Verification continues for those whose payments have been suspended. If the client terminates participation, the process is stopped.

General principles. Specific instructions are outlined in the verification worksheet and the *Verification Manual*. The general principles are:

- o Only items for which acceptable documentation has not been provided are verified.
- o Items that do not require documentation are not verified.
- o Verification is performed by sending the appropriate Request for Information Forms to the third-party sources with letters explaining why the information is being requested.

04 - Resolving Discrepancies

A "significant" discrepancy occurs when third-party information differs from that provided by the client by more than \$40 in monthly income or \$1,000 in assets (or less if the new information makes the client ineligible). In these cases, the client is informed of the discrepancy and is given a reasonable length of time to dispute the third-party's information by providing acceptable documentation supporting his position. If the new information stands:

- o the client's allowance entitlement is revised; for those already receiving payments, overpayment procedures may be necessary (see Section 13.05);
- o if the new information results in the client's ineligibility, termination procedures are initiated;
- o if intentional misreporting is suspected, the case is referred to the appropriate staff member for further action.

Discrepancies of amounts less than those defined above ("minor" discrepancies) do not require special change procedures. They are noted in the client's file and are resolved at the next regular recertification.

CHAPTER 11.00 - CERTIFICATION

11.04 - PROCESSING SEMI-ANNUAL RECERTIFICATIONS

01 - Introduction

Households enrolled in the allowance program are recertified periodically according to a predetermined schedule to confirm their continued eligibility and adjust their allowance payments when necessary. All enrollees are required to recertify annually, as discussed in Section 11.05. Most clients are also required to recertify semi-annually, as discussed in the remainder of this section. Based on cost-effectiveness analyses, the HAO may exempt from the semi-annual process certain groups of clients whose income and other characteristics have shown a low frequency of change (e.g., elderly households whose main source of income is social security which is adjusted annually). However, the procedures described below apply to the majority of client households.

This section presents general descriptions of the following aspects of the semi-annual recertification process:

- o timing,
- o initiating the process and obtaining the information,
- o processing returned Semi-Annual Recertification Forms (SARF),
- o processing recertification results,
- o procedures for late submissions,
- o data review,
- o verification.

More detailed descriptions, including timing, ordering, and staffing specifications are set forth in the *Semi-Annual Recertification Manual*, the *Enrollment Instructions Manual*, and the *Verification Manual*.

02 - Timing of Semi-Annual Recertifications

For each client, the timing of the recertification is defined by the client's recertification due date. The first due date for semi-annual recertification is the first of the month that is approximately six months after the date of the enrollment interview. Subsequent semi-annuals are due at intervals of six months following each annual recertification interview. The HAO may redefine annual recertification due dates in order to balance the workload of the staff. For those clients affected, the semi-annual is automatically adjusted to six months following the new annual due date.

03 - Initiating the Process and Obtaining the Information

Shortly before the due date, the automated system produces the following materials for each client:

- o Semi-Annual Recertification Form (SARF, Form 11.04-1),
- o Mailing labels,
- o Household Status Report (HSR).

The semi-annual recertification is normally done by mail. The HAO sends the client a SARF which contains a series of questions designed to identify changes in the client's household status. The client is requested to complete the questionnaire and return it to the HAO within one week of its receipt.

The SARF is designed to record changes to those topics covered during the enrollment interview that are used to determine eligibility and allowance entitlement. They include household composition, income sources and amounts, and the amount of monthly rent (for renters only). The HAO uses the SARF to signal whether basic changes in household status have occurred that would affect eligibility or allowance amount.

04 - Processing Returned SARFs

All SARFs returned to the HAO are reviewed for completeness, including the presence of the head of household's signature. A

staff member transcribes the SARF responses to a Recertification Form (RF, Form 11.04-2). If the SARF is complete and there have been no changes in the household's status, the HAO sends written confirmation of eligibility and unchanged allowance entitlement to the client (Form 11.04-4).

If there have been changes and if the SARF does not contain sufficient information to complete the recertification, follow-up contacts are necessary. Usually, the HAO will try to contact the client by telephone:

1. If the client is reached by telephone, the staff member attempts to obtain as much of the necessary information as possible during the call.
 - a. If all necessary information is obtained, the RF is completed and the case is ready for final processing.
 - b. If all necessary information cannot be obtained over the telephone, the staff member may ask the client to mail in the information or documentation. A confirmation letter may be sent (Form 11.04-9) and the case is held pending the client's response. Alternatively, the client may be asked to come to the HAO to complete the case during a personal interview. In these cases, the HAO may send a letter to the client confirming the appointment date and including a list of documentation items that the client should bring to the interview. After all necessary information and documentation has been collected (by mail or during an interview), the RF is completed and the case is ready for final processing.
2. If the client cannot be reached by telephone, the HAO mails a letter requesting the client to call the HAO to provide the additional information that is necessary to complete the recertification (Form 11.04-5).

05 - Processing Semi-Annual Recertification Results

Final processing steps depend on the results of the recertification:

1. If the client is still eligible and allowance entitlement is unchanged, a letter of confirmation is sent (Form 11.04-4) and the RF is computer processed.
2. If the client is still eligible but allowance entitlement has changed, notification is sent (Form 11.04-8) and the RF is computer processed. If monthly payment is affected, it will normally be reflected in the next regular check.
3. If the client is no longer eligible, notification is sent (Form 11.04-10). The RF is not computer processed. Termination is initiated under the guidelines of Section 15.03.
4. If the client declines further participation, termination is initiated under the guidelines of Section 15.03.

06 - Procedures for Late Submissions

If a client has not returned the SARF to the HAO within a reasonable time after it had been sent, the HAO mails a warning notice (Form 11.04-7). Reminder notices are also sent to clients who have not submitted the additional information or documentation that had been requested in a timely fashion.

If a recipient fails to complete the recertification process before the next allowance checks are to be generated (i.e., by the 15th of the due date month), payments are suspended according to the procedures described in Section 15.02.

If any client fails to complete the recertification process by the 10th of the month following the due date month, termination procedures are initiated as described in Section 15.03.

If a client completes recertification requirements after being suspended or terminated, payment reactivation or reinstatement procedures are initiated (see Sections 15.02 and 15.04). A client whose payments were suspended because of failure to complete the recertification within the prescribed time is not entitled to the foregone amount.

07 - Data Review

While processing semi-annuals, the data may be reviewed for completeness and accuracy. In addition, for clients who remain eligible, the RFs are submitted to computer editing as they are processed for automated storage.

08 - Verification

Information provided by the client for a semi-annual recertification is subject to third-party verification. Sample selection criteria and the general procedure for verification are described in Section 11.03. More detailed descriptions for verification are contained in the *Verification Manual* of the HAO.

The Housing Allowance Office
MODEL FOR SEMI-ANNUAL RECERTIFICATION
FORM COVER LETTER

Dear (Client):

The purpose of this Semi-Annual Recertification Form is to collect up-to-date information about your household's size and income. This information will be used to review your eligibility for the program and to adjust the amount of your allowance payment, if necessary.

1. Instructions should be read carefully before answering each question. Answers should be printed in ink or ball-point pen.
2. The head of the household must sign the form.
3. The form must be returned to the HAO before the due date shown at the top of the next page. Your payments will have to be suspended if it is not returned on time.

After we review the form, it may be necessary to call you to obtain more information or to ask for documentation to support information you have provided.

We will notify you of the results of our review as soon as possible after we receive the form. If a change in the amount of your allowance payment is necessary, it will be effective with your check for the month of _____.

All information you provide will, as always, be treated in a strictly confidential manner. However, like the information you have provided to date, it will be subject to verification.

If you need any assistance in completing this form, please call the HAO.

Sincerely,

The Housing Allowance Office
MODEL FOR SEMI-ANNUAL RECERTIFICATION FORM

CLIENT I.D. NO.: CSS NO.: DUE DATE: PAGE 1

HEAD OF HOUSEHOLD:

1. IF THE ADDRESS AND PHONE NO. PRINTED BELOW ARE NOT CORRECT, PLEASE WRITE YOUR NEW ADDRESS AND PHONE NO. IN THE SPACE PROVIDED AT THE RIGHT.

ADDRESS:

ADDRESS:

PHONE NO.:

PHONE NO.:

2. IF ANY OF THE FOLLOWING PEOPLE NO LONGER LIVE WITH YOU, CROSS OUT THEIR NAMES.

3. IF ANYONE ELSE IS LIVING WITH YOU PLEASE LIST THEM BELOW.

NAME	RELATIONSHIP	SOCIAL SEC. NO.	BIRTHDATE
------	--------------	-----------------	-----------

4. PLEASE WRITE IN THE AMOUNT OF MONEY THAT YOUR HOUSEHOLD IS NOW RECEIVING FROM ANY OF THE FOLLOWING SOURCES. (STATE WHETHER AMOUNT IS WEEKLY OR MONTHLY).

PENSIONS & ANNUITIES	\$ _____	ALIMONY	\$ _____
SOCIAL SECURITY	\$ _____	FOSTER PARENTS PAYMENTS	\$ _____
SSI	\$ _____	CHILD SUPPORT PAYMENTS	\$ _____
CITY OR TOWN WELFARE	\$ _____	SCHOLARSHIPS	\$ _____
OTHER WELFARE	\$ _____	CASH CONTRIBUTIONS	\$ _____
AFDC	\$ _____	STRIKE BENEFITS	\$ _____
UNEMPLOYMENT INSURANCE	\$ _____	MILITARY ALLOTMENTS	\$ _____
WORKMANS COMPENSATION	\$ _____	VA BENEFITS	\$ _____
OTHER	\$ _____	EXPLAIN---	

SEMI-ANNUAL RECERTIFICATION FORM (Continued)

CLIENT I.D. NO.:

PAGE 2

5. WRITE THE NUMBER OF HOUSEHOLD MEMBERS RECEIVING MEDICARE: _____

6. EMPLOYMENT:

A. IN THE SPACE BELOW, LIST EACH PERSON 18 YEARS OF AGE OR OLDER WHO IS NOW WORKING. (PLEASE PROVIDE ALL OF THE REQUESTED INFORMATION.)

NAME	EMPLOYER	TYPE OF WORK	CURRENT RATE OF PAY	AVG. NO. OF HOURS PER WEEK
------	----------	--------------	---------------------	----------------------------

B. IF ANYONE OVER 18 HAS LOST EMPLOYMENT, PROVIDE THE FOLLOWING INFORMATION.

NAME	FORMER EMPLOYER	DATE LAST WORKED
------	-----------------	------------------

7. **RENTERS ONLY** HOW MUCH RENT DO YOU PAY PER MONTH? \$ _____

THIS DOCUMENT MUST BE SIGNED BY THE HEAD OF HOUSEHOLD WHOSE NAME APPEARS AT THE TOP OF PAGE 1. IF THIS PERSON WILL NOT BE AVAILABLE TO SIGN THIS FORM BY THE DATE THIS FORM IS DUE AT THE HAO, PLEASE EXPLAIN WHY AND RETURN THE FORM UNSIGNED.

I CERTIFY THAT ALL THE INFORMATION I HAVE PROVIDED IN THIS FORM IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE. FURTHERMORE, I CERTIFY THAT THE HOUSING ALLOWANCE PAYMENTS WHICH I HAVE RECEIVED, OR THEIR EQUIVALENT AMOUNT HAVE BEEN USED FOR HOUSING EXPENSES.

SIGNATURE (HEAD OF HOUSEHOLD ONLY)

DATE SIGNED

The Housing Allowance Office

OMB No. 63-R 1457
(Expires 9/30/84)

RECERTIFICATION FORM Start Time _____

PART I - IDENTIFICATION

ALL/1 CLIENT ID	ALL/7 TEST NAME	ALL/12 MO. DV. YR. EFFECTIVE DATE
<input type="text"/>	<input type="text"/>	<input type="text"/>

ALL/15 USAGE
<input type="text"/>

- 1 - Semi-Annual
2 - Annual
3 - Special
4 - Update
5 - Error Correction
6 - Verificat. Discrep.
7 - Reinstatement

PART II - INTRODUCTION

1. SERIAL NO.:

2. DATE OF RECERTIFICATION:

3. CLIENT SERVICES SPECIALIST ID:

4. NAME OF HEAD OF HOUSEHOLD:

01/16 (LAST NAME)	<input type="text"/>	(FIRST NAME)	<input type="text"/>	(MIDDLE INITIAL)	<input type="text"/>
----------------------	----------------------	--------------	----------------------	------------------	----------------------

5. NAME OF RESPONDENT:

02/22 (LAST NAME)	<input type="text"/>	(FIRST NAME)	<input type="text"/>	(MIDDLE INITIAL)	<input type="text"/>
----------------------	----------------------	--------------	----------------------	------------------	----------------------

6. TELEPHONE NUMBERS:

02/17 HOME	<input type="text"/>
02/14 WORK	<input type="text"/>

7. RESIDENCE ADDRESS:

03/22 (STREET NO.)	<input type="text"/>	(STREET)	<input type="text"/>	(APT. NO.)	<input type="text"/>
07/47 (CITY/TOWN)	<input type="text"/>	(STATE)	<input type="text"/>	04/49 (ZIP)	<input type="text"/>

8. MAILING ADDRESS: (if different)

05/22 (STREET NO.)	<input type="text"/>	(STREET)	<input type="text"/>	(APT. NO.)	<input type="text"/>
09/47 (CITY/TOWN)	<input type="text"/>	(STATE)	<input type="text"/>	05/40 (ZIP)	<input type="text"/>

11. NEIGHBORHOOD CODE:

01/22	<input type="text"/>
-------	----------------------

12. CENSUS TRACT NO.:

01/83	<input type="text"/>
-------	----------------------

PART III — HOUSEHOLD COMPOSITION (TABLE III)

➤ Read latest available list of household members to respondent.

15. Does anyone not named above usually live in this household with you? Please include anyone who may be away from home now but is expected to return within 90 days. Also, please include unrelated persons who pay for room and board. Any expected births within the next 90 days?

16. Is everyone named above still living in the household with you. Is anyone expected to be away from home during the next 12 months?

➤ Use 30/90 day rule. Cross out person's name from table, if necessary.

➤ Check eligible members.

➤ Assign next available number to each new eligible member. Do not reuse member number of departed person unless same person has returned to the household.

➤ If no new members were recorded, skip to PART IV.

**TABLE III
HOUSEHOLD COMPOSITION**

Complete new table (replace) R
Changes only (update) U

Number of eligible members in household
Total number of persons listed
Number of dependents away from home
(not listed above - from Q. 26)

ALL/14 2 USAGE

ALL/12 EFFECTIVE DATE

ALL/11 LAST NAME

ALL/1 CLIENT ID

A	B	C	D	E	F	G	H	I
Elig. No.	Member Number	Name of Household Member	Not Used	Sex (M, W, S, I)	Age	Relationship to Head of Household	Date of Birth (Mo., Yr.)	Kind (M, F, S, I)
12/22	12/24		12/49	M	50	40	12/64	12/64

USAGE CODES

1. Same-Annual
2. Annual
3. Special
4. Update
5. Error Correction

RELATIONSHIP TO HEAD OF HOUSEHOLD

- 01 Head of household
- 02 Husband or wife
- 03 Son or daughter
- 04 Brother or sister
- 05 Grandfather or great-grandparent
- 07 Grand-children
- 08 Grandparent
- 09 Aunt or uncle
- 10 Son-in-law or daughter-in-law
- 11 Father-in-law or mother-in-law
- 12 Brother-in-law or sister-in-law
- 13 Step-son or step-daughter
- 14 Step-brother or step-sister
- 15 (Half) brother or (half) sister
- 16 Step-father or step-mother
- 17 First cousin
- 18 First son or foster daughter
- 19 (Foster) grand relation
- 20 (Unrelated) (not dependent)

RELATIONSHIP TO HEAD OF HOUSEHOLD

- 12 Brother-in-law or sister-in-law
- 13 Step-son or step-daughter
- 14 Step-brother or step-sister
- 15 (Half) brother or (half) sister
- 16 Step-father or step-mother
- 17 First cousin
- 18 First son or foster daughter
- 19 (Foster) grand relation
- 20 (Unrelated) (not dependent)

PART IV -- ASSETS (TABLE IV)

18. Do you or any other member of your household own any real estate such as:

CODE	ITEM	YES	NO
540	Own Home	Y	N
550/551	Land Only	Y	N
550/551	Building	Y	N
550/551	Other	Y	N

Ask for tax and mortgage statements.

19. Do you or any other member of your household have any of the following?

CODE	ITEM	YES	NO
520	Checking accounts in excess of \$250 for each person	Y	N
520	Cash on hand in excess of \$250 for each person	Y	N
510	Savings Accounts	Y	N
561	U.S. Savings Bonds	Y	N
562	Other Bonds	Y	N
563	Stocks	Y	N
564	Mutual Funds	Y	N
566	Other Securities	Y	N

20. Does your household have outstanding debts in excess of \$2000, such as consumer loans, credit card debts, etc.? Do not include mortgages (loans secured by the home), business loans, or loans secured by cars or other vehicles.

CODE	ITEM	YES	NO
570	Debts	Y	N

If yes, Post a Negative Amount to Table IV.

REAL ESTATE WORKSHEET

	OWN HOME			OTHER REAL ESTATE		
	ENTIRE HOME A	OTHER RESIDENTIAL CHARTERS B	OTHER C	1	2	3
	BASIS FOR PROPORTIONING D					
Average Value				E	F	G
L.A.V.						
Outstanding First Mortgage Other						
Outstanding Mortgages						
Equity						
Gross Rental Income						
Interest						
Taxes						
Insurance						
Maintenance						
Utilities						
Depreciation						
Fees						
Other						
Total Expenses						
Net Rental Income						
	CODE 310					

22. Compute imputed income.
Post to Table V (Code 340)

TABLE IV - ASSETS



Circle one

Complete new table (replace) R
 Changes only (update) U

ALL/D [][][][][] CLIENT ID
 ALL/E [][][][][] TEST NAME
 ALL/F [][][][][] MO. DIV. VII. EFFECTIVE DATE
 ALL/G [][][][][] ALL/H [][][][][]
 ALL/I [][][][][] MO. DIV. VIII. EFFECTIVE DATE
 ALL/J [][][][][] ALL/K [][][][][]
 ALL/L [][][][][] ALL/M [][][][][]
 ALL/N [][][][][] ALL/O [][][][][]
 ALL/P [][][][][] ALL/Q [][][][][]
 ALL/R [][][][][] ALL/S [][][][][]
 ALL/T [][][][][] ALL/U [][][][][]
 ALL/V [][][][][] ALL/W [][][][][]
 ALL/X [][][][][] ALL/Y [][][][][]
 ALL/Z [][][][][] ALL/AA [][][][][]
 ALL/AB [][][][][] ALL/AC [][][][][]
 ALL/AD [][][][][] ALL/AE [][][][][]
 ALL/AF [][][][][] ALL/AG [][][][][]
 ALL/AH [][][][][] ALL/AI [][][][][]
 ALL/AJ [][][][][] ALL/AL [][][][][]
 ALL/AM [][][][][] ALL/AN [][][][][]
 ALL/AO [][][][][] ALL/AP [][][][][]
 ALL/AQ [][][][][] ALL/AR [][][][][]
 ALL/AS [][][][][] ALL/AT [][][][][]
 ALL/AV [][][][][] ALL/AX [][][][][]
 ALL/AY [][][][][] ALL/AZ [][][][][]

A MEMBER NUMBER	B TYPE OF ASSET	C CODE	D ASSETS HELD BY STUDENTS OR MINORS	E ASSETS HELD BY ADULTS			F NON INCOME PRODUCING	G INCOME PRODUCING	H INCOME PRODUCING	I NET INCOME PRODUCING ASSETS	J INCOME FROM INCOME PRODUCING ASSETS	K DESCRIPTORS AND COMMENTS	L DOC ✓
				F NON INCOME PRODUCING	G INCOME PRODUCING	H INCOME PRODUCING							
		14/22	14/25	14/25	30	30	14/25	30	30				
			TOTALS										

PART V - TOTAL HOUSEHOLD INCOME (TABLE V)

23. Did you or any other adult member of your household have any income from any of the following sources during the past 12 months?

CODE	ITEM	YES	NO
100	Salaries, Wages	Y	N
110	Tips, Commissions, Bonuses	Y	N
120	Profit after self-paid income under 100 or 110	Y	N

If Yes, enter to Table V

CODES FOR COLUMN C

CODE	ITEM	YES	NO
110 Series - Tips, Bonuses, Commissions			
111	- Current Owned Business Self-Emp.		
112	-- Current Other Self-Employment		
113	- Current Regular Employment		
114	- Current Non-Regular Employment		
115	- Multi-Job Employment		
116	-- Past Part Year Employment		
120 Series - Profits After Self-Paid Income under 100 or 110			
121	- Current Owned Business Self-Emp.		
122	-- Current Other Self-Employment		
100 Series - Wages and Salaries			
101	- Current Owned Business Self-Emp.		
102	- Current Other Self-Employment		
103	- Current Regular Employment		
104	- Current Non-Regular Employment		
105	- Multi-Job Employment		
106	- Past Part Year Employment		

24. Does your household currently receive any rental income from roomers and boarders?

CODE	ITEM	YES	NO
310	Rental Income	Y	N

CODE	ITEM	YES	NO
	GROSS RENTAL INCOME		
	FOOD		
	LAUNDRY		
	UTILITIES		
	TOTAL EXPENSES		
	NET RENTAL INCOME		

Post annualized Net Rent to Table V-A
Enter Names of Roomers in Column I.

25. Do you or any other adult member of your household currently receive any income from any of the following sources?

CODE	ITEM	YES	NO
210	Pensions and Annuities	Y	N
220	Social Security	Y	N
230	City Welfare	Y	N
231	AFDC	Y	N
235	-S.S.I.	Y	N
236	Other Welfare	Y	N
241	Unemployment Insurance	Y	N
242	Workmen's Compensation	Y	N
251	Alimony	Y	N
252	Foster Parents Payments	Y	N
253	Child Support Payments	Y	N
260	Scholarships (in excess of fees)	Y	N
270	Recurring Cash Contribution	Y	N
280	Recurring Strike Benefits	Y	N
290	Recurring Military Allowments	Y	N
295	V.A. Benefits	Y	N
299	Other	Y	N

ALL/1/ ALL/2/ ALL/3/ ALL/4/

--	--	--	--

CLIENT ID TEST NAME EFFECTIVE DATE USAGE

2

TABLE V
TOTAL HOUSEHOLD INCOME

A	B	C	D	E	F	G	H	I	J
MEMBER NUMBER	TYPE OF INCOME	CODE	NOT GSPD	HRS. PER WEEK	WEEKS/YEAR	INCOME	IF NEG.	DESCRIPTION AND COMMENTS	DOC.
14/23		14/24	14/27	14/23	14/21	14/23	14/23		14
TOTAL HOUSEHOLD INCOME									

Form 11.04.2
Page 4 of 10

Interest: 320
Dividends: 330
INCOME CODES

TABLE VI
DEDUCTIONS AND CALCULATION OF MAXIMUM ALLOWANCE ENTITLEMENT

A	B	C	D	E	F	G
MEMBER NUMBER	TYPE OF DEDUCTION	CODE	AMOUNT	NEED	DESCRIPTION AND COMMENTS	DOC
16/22	Total Household Income (Carry forward from Table V)	16/24	16/33	0		
	5% or 10%	4 1 0		-		
	Secondary Wage Earner	4 2 0		-		
	Dependency	4 3 0		-		
	Occupational Expenses	4 4 0		-		
	Child Care	4 5 0		-		
	Sick Care	4 6 0		-		
	Medical	4 7 0		-		
	Alimony & Child Support	4 8 0		-		
		ADJUSTED GROSS INCOME		34		
		15/29				
		15/35				

Circle one
 Complete new form (replace) R
 Changes only (update) U

PART VIII

I understand that the information provided on this Identification Form will be regarded in strict confidentiality, will be used only for the operational and research purposes of the Housing Allowance Program, and will not be disclosed or released for any other purposes without my prior consent, except as required by law.

I certify that all information I have provided as set forth in this form, including attachments, is full, accurate, and complete to the best of my knowledge. The penalty for making false statements in this form is prescribed in Section 1001 of Title 18 of the U.S. Code.

45. DATE BY SIGNATURE OF HEAD OF HOUSEHOLD _____

46. NAME OF PAYEE _____ (LAST NAME) _____ (FIRST NAME) _____ (PERSONAL INITIAL)

PART IX - FOR OFFICE USE ONLY

Participation may continue (eligible) **Circle one** 06/22 Y N

Participation may not continue N

REASON WHY PARTICIPATION SHOULD BE TERMINATED

- Ineligible 06/21
 - Residency Y N
 - Household Comp. Y N
 - Assets Y N
 - Income Y N
- Eligibility Undetermined Y N

VERIFICATION CODE 06/20

LENGTH OF INTERVIEW 06/30 MIN.

SIGNATURE _____

(STAFF MEMBER)

The Housing Allowance Office

MODEL LETTER: FOR CLIENTS WHOSE ELIGIBILITY STATUS AND
ENTITLEMENTS ARE UNCHANGED

Dear (Client):

We have received your Semi-Annual Recertification Form and have completed our review of the information you have provided.

Based on that information, you continue to be eligible for the Housing Allowance Program. There will be no change in the monthly housing allowance entitlement you presently receive.

If you have any questions, please contact (your Client Services Specialist) (Certification Specialist) (me) at the Housing Allowance Office.

Thank you for your cooperation.

Sincerely,

The Housing Allowance Office

MODEL LETTER: FOR CLIENTS WHO CANNOT BE REACHED BY PHONE
TO PROVIDE ADDITIONAL INFORMATION FOR SEMI-ANNUAL
RECERTIFICATION

Dear (Client):

We have received your Semi-Annual Recertification Form and very much appreciate your efforts in filling it out for us.

Based on what you have told us in the form, we find we need additional (information) (documentation) to complete the recertification process for your household.

I have been trying to reach you by phone to discuss this matter, but have not been able to do so.

Would you please call me at the number below so that I can explain these requirements to you, or come in and ask for me at the Housing Allowance Office.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: TO CONFIRM INTERVIEW APPOINTMENT AND DESCRIBE
REQUIRED DOCUMENTATION

Dear (Client):

This is to confirm the conversation I had with you regarding your Semi-Annual Recertification Form and the appointment arranged for your interview. Your interview is scheduled on _____ at _____ at the Housing Allowance Office. (Date) (Time)

In our discussion, I indicated that it would be necessary for you to provide certain documents to support information that you have provided to us. Please bring the following documents with you to your interview.

If you have any questions, please contact me.

Sincerely,

The Housing Allowance Office

MODEL FOR FOLLOW-UP LETTER FOR SEMI-ANNUAL RECERTIFICATION
WHEN SARF IS NOT RETURNED

Dear (Client):

Recently we sent you a Semi-Annual Recertification Form, but we have not received it back yet. PLEASE RETURN THE FORM WITHIN 5 DAYS.

We would like to keep you in the program. However, if you do not send us the form, we cannot complete your case and we will have to terminate you from the program.

If you would like help filling out the form, or have any questions, please call us at the number shown below.

Sincerely,

FOR QUESTIONS OR HELP IN FILLING OUT THE FORM, please contact:

The Housing Allowance Office

MODEL LETTER: FOR CLIENTS WHOSE ELIGIBILITY STATUS
IS UNCHANGED, BUT WHOSE ENTITLEMENT IS DIFFERENT

Dear (Client):

We have received your Semi-Annual Recertification Form and have completed our review of the information you provided.

Based on that information, you continue to be eligible for the Housing Allowance Program. However, effective with our payment for _____, your monthly housing allowance will change from _____ to _____.

If you have any questions concerning this change, please contact me at the Housing Allowance Office.

Thank you for your cooperation.

Sincerely,

The Housing Allowance Office

MODEL LETTER: FOR CLIENTS WHO ARE REQUIRED TO SUBMIT DOCUMENTATION

Dear (Client):

This is to confirm the following information you provided when I contacted you regarding your semi-annual recertification:

It is necessary that you provide documentation for the above information in order to complete our review. Please provide the following documentation:

Please send this information to us as soon as possible. You will not receive your payment of the month of _____ until we have completed our review.

If you have any questions, please contact me.

Sincerely,

CHAPTER 11.00 - CERTIFICATION

11.05 - PROCESSING ANNUAL RECERTIFICATIONS

01 - Introduction

To confirm continued eligibility, all enrollees are recertified at least annually. The process involves administering an interview similar to the enrollment interview; the main purpose is to update the information on household composition, assets, income, and housing expenses that was collected at enrollment. The clients' dwellings are reevaluated to ensure continued compliance with the program standards. This section presents general descriptions of the following aspects of the annual recertification process:

- o timing,
- o initiating the process and scheduling the interview,
- o conducting the interview,
- o post-interview processing,
- o computer data review (optional),
- o manual review,
- o data processing,
- o errors in eligibility or allowance entitlement,
- o verification,
- o housing reevaluation.

More detailed descriptions, including timing, ordering, and staffing specifications, are set forth in the *Annual Recertification Manual*, the *Enrollment Manual*, and the *Verification Manual*.

02 - Timing of Annual Recertifications

Households enrolled in the allowance program are recertified periodically according to due dates assigned on a predetermined schedule. The first due date for annual recertification is approximately twelve months after the

enrollment interview, rounded back to first of the month. Subsequent annual recertifications are due at twelve-month intervals from the recertification due date. Recertification due dates may be adjusted to improve the balance of workload at the HAO.

03 - Initiating and Scheduling the Annual Interview

At the appropriate time, the computer system produces certain materials for each client (e.g., Household Status Report, mailing labels, annual recertification roster cards). Upon receipt of these materials, the appropriate staff member proceeds with interview scheduling:

1. A letter is mailed requesting that the client contact the HAO to schedule an interview. The letter may also contain a list of documents that the client should bring to the interview.
2. If the client contacts the HAO, an interview is scheduled. The HAO makes a follow-up contact to confirm the appointment.
3. If the client does not contact the HAO within a reasonable time, further attempts (by telephone or mail) are made to contact him.
4. Clients who cannot be contacted or those who indicate that they are no longer interested in participating are terminated.

04 - Conducting the Annual Recertification Interview

The interview is conducted in a manner similar to the enrollment interview. The program is not explained in detail again, but the interviewer answers any questions the client may have about the program. The requirement of the annual housing reevaluation is explained as is the fact that failing the evaluation and not successfully upgrading the dwelling within 75 days of the annual due date will result in payment suspension.

During the interview, the client's responses are compared for consistency to the HAO's most recent information about that household (contained in the Household Status Report). For certain differences or inconsistencies

(e.g., change in income or sizeable change in assets), explanations are sought and additional documentation may be required.

If it becomes apparent that previous information was incorrect (whether because of client, HAO, or third-party verification error) and the client has been receiving incorrect payment amounts, overpayment/underpayment procedures are initiated (see Section 13.05). If the client is suspected of intentional misreporting, referral of the case is made to the appropriate staff member for further action.

The client's eligibility, maximum allowance entitlement, and monthly payment are redetermined based on the updated information. The client is asked to supply any missing information or documentation as soon as possible and is informed that failure to do so in a timely fashion will result in payment suspension.

At the conclusion of the interview, all clients sign the Recertification Form. Those who are still eligible do not need to sign a new Participation Agreement, but are given written confirmation of their new allowance entitlement. Those who are no longer eligible receive written confirmation of this fact and are informed that termination procedures will be initiated.

05 - Post-Interview Processing

Several processing steps are taken after the interview, depending on the client's status:

1. For clients who missed their appointments, warning notices are mailed requesting that they call the HAO to schedule another appointment (preferably prior to the due date, but at least before the end of the month). Failing to complete the recertification process will result in termination.
2. For those found ineligible during the interview, termination forms are prepared and processed.
3. For those still eligible, Housing Unit Certification Forms (HUCF) are initiated and sent to housing evaluation for the annual inspection of the clients' dwellings.

4. If an entitlement ceiling had been activated at the last semi-annual due to failure to meet the occupancy limit, and if that condition no longer exists (reduction in household size or increase in the number of acceptable rooms), the ceiling is removed.
5. All materials are collected into recertification packages and are reviewed for completeness. A complete package may contain:
 - o Recertification Form,
 - o all applicable documentation or completed and signed Request for Information Forms,
 - o completed evaluation request section of the HUCF,
 - o Client Master File folder.

Incomplete packages are returned to the interviewer before continuing through the processing stages.

6. Throughout the various processing stages, all materials relating to a client's annual recertification are tracked using a logging system. Recertification is completed when all materials have been processed and logged into the client's master file folder in the vault.

06 - Preliminary Computer Edit

When administratively appropriate, a preliminary computer edit may be performed. The recertification forms from completed packages of continuing clients are sent to data processing for keypunching and running the preliminary edit. The program checks whether data are properly entered and the entitlement correctly calculated (for examples, see Chapter 11.02.03). New information is checked against existing data; for example, the residence address on the recertification form can be compared to the address already stored in the computer file. Applications with no errors can proceed to the manual review stage; those with errors are corrected before or during the manual review. The computer produces an edit/error listing that assists in making corrections.

07 - Manual Review

Manual review can be performed either before or after the computer edit. It is designed to discover errors in policy application, documentation, and coding. Information that is not keypunched, such as worksheet calculations, is also checked by hand. (For examples of typical checking, see Chapter 11.02.04.) Specific instructions for this process are contained in the *Annual Recertification Manual*.

08 - Data Processing

After the manual review and necessary corrections have been completed, the recertification forms of continuing clients proceed to data processing. (The recertification forms of ineligible clients are not keypunched or verified; they and any accompanying documentation are submitted for vault storage after the appropriate suspension and termination forms have been processed.) If the preliminary edit was not performed, the forms are keypunched, computer-edited, and corrected as described in 11.05.06 above. The forms are then submitted for storage on a computer data file. The forms are returned to their respective packages. Some may be held from final storage awaiting completion of other processes (e.g., verification, housing evaluation); all are eventually submitted for vault storage.

09 - Errors in Determining Eligibility or Allowance Entitlement

The following steps are taken if an error is discovered that results in eligibility or entitlement changes:

- o The errors are corrected on the hardcopy form and correction forms are submitted for computer processing.
- o If the correction makes the client ineligible, the client is notified by telephone and mail of this finding. Termination procedures are initiated and the housing evaluator is notified that the reevaluation is no longer necessary.
- o If the correction results in a change of \$5 or more to monthly entitlement, the client is notified by telephone and mail.

- o If the correction results in a change of less than \$5 to monthly entitlement, the client is notified by mail.

10 - Verification

Third-party verification of selected cases is performed in the same manner as for enrollment applications. (See Chapter 11.03.02 for sample selection criteria and the *Verification Manual* for specific instructions.)

11 - Housing Reevaluation

A client's dwelling must be reevaluated each year to ensure that it continues to meet program standards. The unit must be evaluated and rated acceptable within 75 days of the annual recertification due date (i.e., if the unit is unacceptable, it must be upgraded or the client must move to an acceptable unit within the 75-day period). If the requirement is not met within the time limit, payments are suspended (if administrative capacity did not permit timely reevaluation, the time may be extended by the Director). See the *Annual Recertification Manual* and the *Housing Evaluation Manual* for instructions on performing the evaluations and filling in appropriate forms.

The Housing Allowance Office

MODEL: FIRST LETTER TO CLIENTS REGARDING ANNUAL RECERTIFICATION

Dear (Client):

Each year it is necessary to review your eligibility with the Housing Allowance Office through an interview with a Client Services Specialist.

WE ASK THAT YOU CALL THE HOUSING ALLOWANCE OFFICE WITHIN ONE WEEK in order to schedule this interview.

Since this is a program requirement, it will be necessary to terminate those people who do not come to the interview.

We look forward to hearing from you.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL: FOLLOW-UP LETTER TO CLIENTS WHO HAVE NOT
SCHEDULED AN INTERVIEW

Dear (Client):

In a recent letter we asked that you telephone us to schedule an interview for the annual eligibility review, but we have not heard from you yet.

Whether you are receiving payments or not, PLEASE CALL WITHIN 5 DAYS to schedule an interview. If we cannot complete your case by the fifteenth of next month (including getting additional documentation if necessary) you will be suspended and soon after that you will be terminated from the program.

We look forward to your continued participation in the Housing Allowance Program and hope to hear from you soon.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: HAO ESTIMATE OF ELIGIBILITY

Annual Due Date: _____

Client I.D. _____

HAO ESTIMATE OF ELIGIBILITY_____
Name of Head of Household_____
Date

This is to confirm that in the annual interview conducted on this date I determined that your household is eligible to participate in the Housing Allowance Program and that your household will be entitled to receive a housing allowance payment of \$_____ per month.

These determinations, however, are subject to the verification of the information you have provided in the interview. You should also be aware that my calculations will be double-checked. If errors are discovered, determinations as to your eligibility and the amount of your payment will be modified. If this should occur, you will be notified.

In order for you to continue to receive allowance payments, the following requirements must be met:

1. You must continue to live in housing that meets the standards of the Housing Allowance Program. The HAO must reevaluate your housing each year. The Housing Evaluation staff will contact you soon to arrange a convenient time to reevaluate your existing house. *It is important for you to know that your housing unit must pass evaluation standards by the 15th of _____ in order for you to continue to receive payments. Failure to comply with this rule will result in your being terminated from the program.*
2. RENTERS ONLY must continue to have an HAO Lease Agreement with their landlord.

If you have any questions about these above requirements, please feel free to contact me.

Sincerely,

The Housing Allowance Office

MODEL: WARNING NOTICE TO CLIENTS WHO DID NOT ATTEND THE ANNUAL
RECERTIFICATION INTERVIEW

Dear (Client):

Since you did not appear for the interview we had scheduled, we ask that you call us and arrange another appointment.

PLEASE CALL WITHIN 3 DAYS. This interview is important. Without it we cannot complete your case and will have to terminate you from the program.

We hope to hear from you.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: LETTER TO CORRECT HAO ESTIMATES OF ELIGIBILITY
AFTER ANNUAL RECERTIFICATION

Dear (Client):

When you attended your annual recertification interview, you were given a letter to confirm our estimates of your entitlement calculated at that time.

We have discovered that this calculation was incorrect. The correct amount of your housing allowance entitlement is \$_____ per month.

If you have any questions about your entitlement, please contact (the Certification Section) (your Client Services Specialist).

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL: WARNING NOTICE FOR INCOMPLETE ANNUAL RECERTIFICATION

Dear (Client):

Your annual recertification is now overdue. We are unable to process your case because you have not supplied information which we have discussed.

PLEASE SUPPLY THIS INFORMATION WITHIN 5 DAYS. Without this we cannot complete your case and you will be terminated from the program.

If you have any questions about the information we need, please call me.

We look forward to hearing from you.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: NOTICE OF PAYMENT AUTHORIZATION REVOCATION
AND TERMINATION WARNING FOR FAILURE TO COMPLETE
ANNUAL RECERTIFICATION

Dear (Client):

On _____, we wrote you requesting that you
(re)schedule the annual recertification interview.

Since you have not responded, we are sorry to inform you that you
will be terminated from the program unless we hear from you by _____.
(date)

If you have been receiving payments, your payments have been suspended.

If you have any questions about this action, please contact us at
the address or telephone number shown below.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

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CHAPTER 11.00 - CERTIFICATION

11.06 - SPECIAL RECERTIFICATIONS AND OTHER
HOUSEHOLD STATUS CHANGES

01 - Introduction

The HAO may conduct special recertifications to handle changes in household status that occur between regular recertifications. The HAO may initiate some special recertifications when it determines that a household:

- o has lost its primary source of earned income within the preceding 90 days (without replacement of 50 percent or more of the income lost), or
- o has an adjusted gross income of zero.

A client may request a special recertification for several reasons including:

- o a change of household head,
- o hardship (a decrease of \$40 or more in monthly income or an increase in household size), and
- o other volunteered changes.

In addition to special recertifications, other status changes may be processed that do not affect eligibility or allowance entitlement including:

- o Lease Agreement changes,
- o place of residence changes, and
- o tenure changes.

This section presents general processing guidelines for handling special recertifications and other status changes. More detailed descriptions are set forth in the *Special Recertification Manual*.

02 - Processing Special Recertifications

The following guidelines are used for handling both HAO-initiated and client-initiated special recertifications:

1. Initiation

- a. HAO-Initiated Special Recertifications are initiated at the time of a client's special recertification due date. Due dates are established according to the principles of Section 10.06.05, Requirements for Special Recertification. HAO-initiated specials are conducted only for clients who are receiving payments. The records of clients due for specials are checked to determine which clients are receiving payments. A letter is sent requesting that these recipients contact the HAO (Form 11.06-1). Rules for determining how long to keep a client on a special recertification cycle are set forth in the *Special Recertification Manual* and follow the policies of Section 10.06.05. If a client fails to respond for the special recertification, payments are suspended. The HAO attempts no further contact until the client's next regular recertification.
- b. Client-Initiated Special Recertifications can be initiated at any time when the client wishes to contact the HAO.

2. Processing

- a. Special recertifications may be conducted during an interview at the HAO or by telephone. The staff member asks the client the questions that are relevant to the special and enters the responses on a Recertification Form. All topics normally covered by a semi-annual recertification are also included. The staff member then recalculates allowance entitlement and redetermines eligibility using the new information in conjunction with information from the

client's most recent Household Status Report. If the recertification is being conducted during an interview at the HAO, the client signs the Recertification Form. If the information is collected during a telephone conversation, a letter of confirmation is sent (Form 11.06-4) to the client to be signed and returned to the HAO.

- b. For all special recertifications, the Date of Recertification (Part II of the Recertification Form) is (1) the date of the personal interview or (2) the date of the telephone conversation during which the recertification information was obtained. This date is used as the Reference Date, that is, the date when the income, household composition, and other client information is valid.
 - c. Documentation guidelines are the same as for semi-annual recertification; documentation should relate to client circumstances as of the Reference Date.
 - d. For HAO-Initiated Specials, if the client has not contacted the HAO within a reasonable period of time after the first letter is sent, a follow-up letter (Form 11.06-2) is sent. If the client has not submitted all necessary information, including documentation or signed Consent to Release Information Forms, by the fifteenth of the due date month so the case can be processed before the payments are run, the client is suspended as indicated in Section 15.02.
 - e. For Client-Initiated Specials the client is informed that the payment change date is the first of the month following the Effective Date; as with all recertifications, the Effective Date is the date upon which all requirements are fulfilled by the client.
3. Documentation
- When documentation or signed release forms (when required) have been received, a staff member reviews the package for completeness and accuracy, may select cases for verification, and sends the form to be computer processed. Verification is

conducted according to the specifications for semi-annual recertification (see Sections 11.03 and 11.04.08).

4. Further processing occurs according to the changes resulting from the special recertification:
 - a. If the client has become ineligible, the termination process as described in Section 15.03 is initiated; the completed Recertification Form is stamped "Not Keypunched" and is filed in the client's folder.
 - b. If, during the special recertification process, the client declines further participation a Termination Form (Form 15.03-1) is prepared, but no Recertification Form is prepared or filed.
 - c. If the client remains eligible but now has a new allowance entitlement, a letter is sent notifying the client of the change (Form 11.06-3). If no change occurred in the client's allowance entitlement or gross payment, a Letter of Acknowledgment (Form 11.06-5) may be mailed. The processed forms are then sent to Central Records, where they are filed.

03 - Client-Volunteered Changes: General

Occasionally during an initial enrollment or regular recertification, a client may volunteer information regarding a change in his circumstances effective after the Reference Date for the enrollment or regular recertification. The new information may be entered directly on the Enrollment Application or Recertification Form so long as the following criteria have been met:

- o the EAF or RF has not yet been keypunched;
- o the changes due to the new information are clearly indicated on the EAF or RF with a notation of date, and Specialist and client initial when the change was made (necessary to indicate changes made by the HAO after the client has signed the EAF or RF asserting that information has been correctly reported);
- o the new information would warrant a separate special recertification (hardship or volunteered information);

- o if the Reference Date of the reported change is within about one month of the Reference Date of the EAF or RF.

If all these criteria are met, a separate special recertification is not necessary. The EAF or RF is coded as if only the enrollment or regular recertification were occurring. If the criteria are not met, then a separate special recertification is conducted and a special Recertification Form submitted.

04 - Processing Changes in the Lease Agreement

Procedures for the review and processing of initial Lease Agreements (Form 10.07-3) are described in Section 13.02.03. Procedures relating to subsequent changes depend on the nature of the change.

Changes Not Affecting Payments. If the change does not affect payments (e.g., an increase in rent or utilities for a client whose allowance equals the maximum entitlement), the HAO processes an HUCF (Form 10.08-1) to update housing expense information. A confirmation letter may be sent to the client.

Changes Affecting Payments. If the change affects payments (e.g., an increase in rent or utilities for a client whose allowance equals monthly housing expenses), the HAO processes an HUCF that updates housing expense information and changes the amount of the monthly allowance check. A confirmation letter is sent to the client.

New Lease. If the client executes a new Lease Agreement (e.g., moves into a new unit), the HAO processes the Lease Agreement and the HUCF in the same manner as for the initial Lease Agreement.

05 - Processing Changes to Place of Residence

Allowance program clients are obligated to notify the HAO before they move to a new residence (*Participation Manual*, Form 10.04-1, Section 7). When a client moves from one residence to another, payments should not be made until a successful housing evaluation on the new unit has been completed, the client has actually moved to the new unit, and additional requirements indicated below have been met.

This section describes the processing steps taken, when the client notifies the HAO of a move, to ensure that all requirements are met and that the HAO will recover any overpayments that may have occurred.

When the client contacts the HAO regarding a move, the following steps are taken:

1. A staff member reviews with the client the requirements for authorization at the new unit, and explains that payments are not allowed when a client is not living in an authorized unit. Payment authorization at the new unit is effective as of the latest date among the following:
 - o date household moves or asserts it will move into the new unit;
 - o date of successful housing evaluation of new unit;
 - o effective date of acceptable Lease Agreement for new unit (renter only);
 - o date of receipt of acceptable Lease Agreement (renter only);
 - o date of receipt of Homeowner's Expense Statement (homeowner only);
 - o date of signature of new Participation Agreement if tenure is changed from renter to homeowner or vice versa.
2. The staff member asks whether the client definitely plans to move into the new unit. If the client is only thinking about it, the staff member stresses that the client is obligated by the terms of the Participation Agreement to notify the HAO before a move actually takes place. The staff member asks whether the client has already called the HAO to arrange for an evaluation; if no, then an HUCF is initiated.
3. If the client is definitely planning to move or has already moved, a housing evaluation is initiated. In the following steps, whenever payments may be suspended because a household asserts it will be moving, the HAO stresses to the household

its obligation to inform the HAO if it decides not to move.

If payment is missed for any period between a household's assertion of a future move and a subsequent assertion that it did not move, the HAO is not obligated to make retroactive payment. All the following steps refer to households who are definitely planning to move or have already moved.

4. The staff member asks whether the household is still at the old unit. If it is, the staff member checks to see whether the new unit has met all the requirements for payment authorization. If yes, the HUCF is completed and the Effective Date for payment at the new unit is determined and filled in (see step 1). If the Effective Date will be later than the last date for authorized payment at the old unit, suspension is initiated for the interim period.
5. If the old unit is authorized, the client is entitled to the allowance check for the move-out month if it is determined that the household occupied and paid rent for (or will be occupying and paying rent for) the old unit for the first five days of the month. If not, and the new unit has not yet been authorized, payments are suspended. If the new unit has been authorized, no suspension is necessary.
6. If the household has already moved from the old unit at the time it notifies the HAO, but the new unit is subsequently authorized, no suspension is necessary. However, if the new authorization date is later than the last day of the authorized move-out month at the old unit (see step 5), any amount received for the interim period is an overpayment. If the new unit has not been authorized, suspension of payments for the old unit is initiated (see step 5). The client is notified that payments will be suspended until the new unit is authorized.

Payment authorizations for the new unit are processed when all appropriate materials have been received (e.g., HUCF indicating successful housing evaluation, lease). The HUCF is processed as described in

Section 11.06.06. Depending on the circumstances of the case, special procedures may be necessary:

1. If the client is a renter and intends to rent a new unit, a new Lease Agreement is required. If a homeowner intends to rent a new unit, a Renter's Participation Agreement (Form 10.07-1) as well as a Lease Agreement is required. If a renter intends to purchase a new unit, a Homeowner's Participation Agreement (Form 10.07-2) is required. In the initial contact, the staff member explains these requirements to the client and transmits the appropriate forms (by mail or client pick-up).
2. If the client is a renter moving into a rental unit, processing relates to the Lease Agreement and HUCF and follows the steps outlined in Sections 11.06.03 and 11.06.06.
3. If the client is either a renter or an owner purchasing a new unit, procedures are indicated in Sections 11.06.06 and 13.02.04.
4. If the client is an owner moving into a rental unit, procedures are outlined in Sections 11.06.03, 11.06.06 and 13.02.04.

When all necessary materials are received, a staff member checks to see if a payment has been made for the current month. If not (such as when the client has already been suspended), the HUCF is processed as for the initial payment authorization. The amount of a prorated check is indicated on the HUCF, when necessary, and a manual check is issued. If payment has already been made, the HUCF is completed, but with no prorated amount entered. This review procedure is necessary to avoid issuing both a manual and an automated check. If the client has been suspended, the client is notified of the reactivation of payments. If there was no suspension, but the monthly payment has changed for the new unit, the client is also notified.

06 - Processing Changes in Tenure

Changes in tenure include cases where owners become renters or renters become owners without a change of residence. Such cases are

possible but infrequent. A housing evaluation is not required; but when an owner sells and then rents back the unit a Lease Agreement and Renter's Participation Agreement must be executed; when a renter buys the unit being occupied the HAO must obtain a Homeowner's Participation Agreement and a Homeowner's Expense Sheet.

1. When an owner changes to renter status, procedures for processing the Lease Agreement should be the same as in Section 11.06.03. Procedures related to the new Renter's Participation Agreement should be the same as in Section 13.02.04, except that HUCF processing should follow steps as outlined in Section 11.06.06.
2. When renter changes to owner status, procedures for processing the Homeowner's Participation Agreement are the same as those indicated in Section 13.02.04 except that HUCF processing should be in accord with Section 11.06.06.

07 - Processing the Housing Unit Certification Form
for Special Changes

As noted in sections above, a Housing Unit Certification Form is used for all household status changes between regular recertifications where there is a change in residence or a change in housing expenses in an existing residence.

1. When Parts I through IV of the Housing Unit Certification Form have been completed (or Part I only when there has been no change of residence) and all other materials as required for the type of change (see sections above) are on file, Part V (Housing Expenses) of the HUCF is completed. The procedures of Section 13.02.05 are followed.
2. The forms are entered into the automated system as described in Section 16.04.
3. If the amount of payment is changed because of changes in housing expenses, the client receives written notification (Form 11.06-7). Otherwise, the client may receive written acknowledgment (Form

11.06-5). Copies of these notices and all other documents relating to the change are filed in Central Records.

08 - Processing Changes in Designation of Head of Household

If the head of a participating household dies or moves away, remaining members may still be eligible for the program. It is the intent of the HAO to facilitate the process by which they may constitute themselves as a new household and continue to receive payments. Additionally, the original household head may remain with the household, if the household desires to designate a new head.

In all these cases, a new household head must be designated and a new Participation Agreement signed (even if the members remain the same but the head changes.) It is also necessary to collect revised household composition, income, and asset information to recalculate maximum allowance (M.A.).

If renting, the new household head must execute a new Lease Agreement with the landlord (unless the new head had signed the original Agreement).

The following steps are used to process these changes:

1. When notified of the loss of or change in the head of the household, the staff member explains processing requirements and transmits copies of the Participation Agreement and Lease Agreement (by mail or client pick-up).
2. Where required, processing related to the new Lease Agreement should follow procedures indicated in Section 11.06.03.
3. The Participation Agreement must be executed in person. Two copies are signed both by the client and the HAO staff member and one copy is given to the client.
4. If the former household head had died or if the former head remains with the household, the old Client I.D. may be retained. The new household head is entered on the Recertification Form (Form 11.04-2) and other entries necessary for processing are made. Related changes in income and other household status items are recorded, and a recalculation of allowance entitlement is made at this time.

5. If the former household head has moved away from the unit, a new Client I.D. must be created for the remaining members.
 - a. A Preliminary Application (Form 10.02-1) is processed using the name of the new household head with other information from the most recent Household Status Report for that household. Appropriate notification is given to other staff members to prevent normal interview scheduling for these cases.
 - b. Once the new Client I.D. has been generated, an Enrollment Application (Form 10.05-1) and Housing Unit Certification Form (Form 10.08-1) are prepared for the household, using the new name of household head and new Client I.D., and recording revised household status and housing expense information directly related to the loss of household head, but copying all other information from the most recent Household Status Report (for other household status information) and Housing Unit Certification Form (for information on the last evaluation) without change. The Effective Date is the date that the new situation is recorded on the EAF and HUCF.
 - c. If the departed household head takes up residence elsewhere in the program area, attempts should be made to contact him and ask whether he is still interested in participating in the program. If not, or if the HAO is unable to locate the former head, termination action for the old Client I.D. should be initiated (see Section 15.03). If the former head wishes to continue participation, a recertification is necessary to determine eligibility. If the head is determined to be still eligible, the same procedures for households that have moved should be used (i.e., a housing evaluation of the new unit, new lease for a renter, etc.). The new allowance entitlement is based on the new household's size, income, and assets.

6. If the Recertification Form has been used, it is processed as a special recertification (see Section 11.06.02). If a new Client I.D. has been created, the Enrollment Application and Housing Unit Certification Form are processed as they would be for a new enrollee (Sections 11.02 and 13.02) and the termination of the old Client I.D. is processed in the normal manner (Section 15.03).
7. When the former household owes the HAO money for advance or overpayments, if the former head moves away, the financial obligation moves with him; if he constitutes a new household and remains in the program, the financial obligation accrues to the new household; if he terminates from the program, the outstanding amount is due and payable immediately (unless the HAO decides to allow time-phased repayments--see Section 13.05). If the former head dies or remains in the household, the new household under the newly-designated head retains the financial obligation to the HAO.
8. For the deceased household head situation, (1) the Client I.D. is terminated for single-person households, but (2) for others, if the allowance check has already been sent and the household head died after the fifth of the month, the HAO may authorize that the check be deposited in the estate.

09 - Verification

Information provided by the client for special recertification is subject to third-party verification. Sample selection criteria and the general procedure for verification are described in Section 11.03. More detailed descriptions for verification are contained in the *Verification Manual* of the HAO.

The Housing Allowance Office

MODEL: FIRST LETTER TO CLIENTS REGARDING
HAO-INITIATED SPECIAL RECERTIFICATION

Dear (Client):

As we have discussed, it is necessary for you to contact the HAO regularly so we can see if there have been any changes in your income.

PLEASE CALL ME WITHIN 5 DAYS. Since this is a program requirement, it will necessary to terminate those people who do not contact me.

I look forward to hearing from you.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL: FOLLOW-UP LETTER TO CLIENTS WHO HAVE NOT
CONTACTED THE HAO REGARDING THE
HAO-INITIATED SPECIAL RECERTIFICATION

Dear (Client):

In a recent letter I asked you to telephone the HAO so we can see if there have been any changes in your income, but I have not yet heard from you.

PLEASE CALL ME WITHIN 3 DAYS. If I do not hear from you I will not be able to process your case and you will be terminated from the program.

I look forward to hearing from you.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: FOR CLIENTS WHOSE ELIGIBILITY STATUS IS UNCHANGED
AFTER SPECIAL RECERTIFICATION, BUT
WHOSE ENTITLEMENT IS DIFFERENT

Dear (Client):

Based on the special recertification just completed, you continue to be eligible for the Housing Allowance Program. However, effective with your payment for _____, your monthly housing allowance will be changed from _____ (month) to _____.

If you have any questions concerning this change, please contact me at the Housing Allowance Office.

Thank you for your cooperation.

Sincerely,

The Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: CONFIRMATION OF SPECIAL
RECERTIFICATION CHANGES REPORTED BY TELEPHONE

Dear (Client):

Thank you for calling on _____ (date) _____ to inform us about the recent changes in your household's status. We require your signature to confirm that the changes we recorded are correct. Please read the list of changes attached to this letter. If it is correct, sign at the bottom of the page and return it to us within one week.

If you have any questions about the list, please contact me at the address and telephone number below.

Thank you for your cooperation.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL: CONFIRMATION OF SPECIAL RECERTIFICATION CHANGES
REPORTED BY TELEPHONE

The following changes were reported for _____ (Client)
by telephone on _____ (date) _____ :

CLIENT'S CONFIRMATION:

I confirm that the changes listed above are correct.

Client's signature: _____

Date: _____

The Housing Allowance Office

MODEL LETTER: ACKNOWLEDGMENT FOR SPECIAL RECERTIFICATIONS

Dear (Client):

Thank you for providing information to us on _____ (date) _____ as to recent changes in your household's status. Based on that information, your household continues to be eligible to participate in the Housing Allowance Program and the amount of your allowance payment will not be changed.

If you have any questions concerning the above, please contact your Client Services Specialist at the address and telephone number shown below.

Your cooperation in this matter has been appreciated.

Sincerely,

Housing Allowance Office

Address: _____

Phone: _____

Office Hours: _____

The Housing Allowance Office

MODEL LETTER: CONFIRMING LEASE CHANGES RELATING ONLY
TO RENT AND/OR RESPONSIBILITY FOR UTILITIES

Dear (Client):

This is to confirm the information you have provided about the recent change to your Lease Agreement. As you indicated (in our conversation) (by your notation on your allowance payment check):

Your rent has been changed to \$ _____ per month effective _____ (date) _____.

You and your landlord have agreed to the following changes in the responsibility for utility payments effective _____ (date) _____.

Utility	Person now Responsible for Payment	\$ Per Month

(complete as per information provided)

If the information presented above is in any way incorrect, please call me at _____ (phone) _____.

Sincerely,

The Housing Allowance Office

MODEL LETTER: WHEN CLIENT HAS MOVED TO A NEW UNIT AND
PAYMENTS ARE CHANGED BUT HAVE NOT BEEN INTERRUPTED

Dear (Client):

Now that you have moved into a new unit, your regular monthly payment will be \$ _____. You will receive this amount starting with the check for _____ (month).

Please call _____ if you have any questions.

Sincerely,

CHAPTER 11.00 - CERTIFICATION

11.07 - POSSIBLE MISREPORTING

01 - Introduction

The HAO is obligated to examine cases of possible client misreporting that would affect allowance payments. If intentional misreporting (fraud) is suspected, the case must be referred to the U.S. Department of Housing and Urban Development (HUD) for investigation and possible prosecution. The HAO is not an investigative agency. It is responsible only for a preliminary examination of each case, and if doubt remains after this examination, the case must be referred to HUD. The Possible Misreporting Team (PMT) is responsible for assembling and analyzing the facts and determining whether HUD referral is appropriate.

This section describes the policies and procedures for referral to PMT, further examination, referral to HUD, and other actions that relate to case disposition.

02 - Identifying Possible Misreporting Cases

A client may be suspected of misreporting when an HAO staff member discovers an ambiguity in information the client has provided, or when a third party reports that a client gave incorrect information to the HAO.

Referral from within the HAO. In general, the following types of cases should be referred by staff members to the PMT:

- o During a client contact (e.g., a recertification interview), the client admits, or the staff member suspects from apparent inconsistencies, past misreporting.
- o A staff member suspects or determines that an income source or asset was not reported when it should have been.
- o A staff member suspects or determines that a household relationship or household size has been misreported.

- o During verification, a significant discrepancy is discovered and fraud is suspected.

Referrals from third parties. If a case is referred by a third party, a PMT member handles the contact. The PMT member asks the third party for his name, address, and telephone number. Even if the third party declines to identify himself, the PMT member records the referral information. The third party is not informed if the person referred to is an HAO client, but may be informed of general HAO procedures.

When a case is referred to the PMT, regardless of the source, a PMT member makes a preliminary check of the HAO's information about the household as recorded in the client's file and other HAO records. If this check shows that there is a basis for further investigation, a Misreporting Referral Form is completed (Form 11.07-1) and the case is entered on the Possible Misreporting Log (Form 11.07-2).

For each new entry to the Possible Misreporting Log, a Possible Misreporting File is created. These files are kept in order of the PMT serial number. Access to the PMT files is available only to PMT members, although the contents of individual files may be shown to other individuals on a "need to know" basis as determined by HAO management. The file includes a copy of the referral sheet and all relevant information about the case collected from both inside and outside the HAO.

03 - Gathering Further Information

The PMT meets regularly to discuss new referrals as well as to review actions which might be necessary for pending cases. This involves examining the referral information and information currently available within the HAO. If the PMT determines that an interview with the client is necessary to gather information relevant to the case, a letter is sent (Form 11.07-3) asking the client to contact the HAO for an interview appointment. If the client does not respond, additional letters or telephone contacts are attempted. If no contact can be made, the client is suspended.

At the interview, the client is informed of the discrepancy but is not informed of how it came to the attention of the HAO. The client is given the opportunity to resolve the problem, either verbally or by

supplying additional documentation. The PMT member should try to determine how well the client's explanation compares with the misreporting allegation and the available documentation.

If additional information is necessary, the client is given a list of documentation items that are required to resolve the discrepancy and a second interview may be scheduled. Once all pertinent documents have been assembled and the client has given his final explanation, the PMT meets to determine the final disposition of the case and whether additional action is needed.

04 - Follow-Up Actions

Possible follow-up actions are determined by the PMT and HAO management and include:

1. Closing the case with no action taken. No further action is required when the PMT determines that the client has not violated program standards and no overpayment has occurred.

2. No determination possible. The HAO may choose to write a note to the file describing the situation to alert the staff member handling the next regular recertification to do extra probing.

3. Changes to client payments and payment status. If the PMT discovers and verifies a factual error, one or more of the following actions may be appropriate:

- o Change in maximum allowance entitlement: The maximum entitlement may be changed if the client or third party verification sources provide information indicating that the current entitlement is incorrect. The client is notified in writing (Form 11.07-4) and the change is processed through the computer system by using a Recertification Form (Form 11.04-2).
- o Overpayment: An overpayment is processed if the client is proven to have misreported in the past such that the household has received a larger allowance amount than it was entitled to. The client is notified in writing (Form 13.05-2 or 13.05-3) and overpayment procedures prescribed by Section 13.05 are initiated.

o Suspension and termination: When information is provided by the client, by a third party, or when another third party's written verification source (e.g., roster or recipients from an income transfer program) indicates that the client is not eligible for housing allowances, the client is suspended and notified in writing (see Section 15.02). The client has the opportunity to formally appeal (see Chapter 14.00).

3. Referring the case to HUD: The fact that a client has misreported information does not necessarily mean that fraud has occurred. Fraud occurs only when: (1) the representation of material fact is false or materially misleading; (2) the person making it knew it to be false or misleading; (3) it was made with the intent to deceive; and (4) the party to whom it was made relied upon it or had the right to rely upon it to his detriment. If after the PMT examination the HAO suspects that fraud may have occurred, the case may be referred to HUD (Form 11.07-5). Supporting materials are sent as part of the referral package although original case records are not permitted to leave the HAO.

The case is closed by the HAO when:

1. It has been referred to HUD.
2. The allowance entitlement has been changed, an overpayment processed, or the client terminated.
3. Both (1) and (2) have been undertaken.
4. It is determined that none of the preceding actions is appropriate because there is insufficient evidence to pursue the case or because the evidence supports the client's position.

05 - Reporting

The PMT prepares a monthly report for the HAO Director and the Chairman of the HAO Board of Trustees. The report summarizes the cases referred, cases closed, final dispositions and other selected statistics from the Possible Misreporting Log. No client identification is contained in these reports, although PMT serial numbers may be used if necessary.

The Housing Allowance Office

MODEL: POSSIBLE MISREPORTING REFERRAL FORM

----- PMT SERIAL # _____

Date Referred: _____ Client I.D. #: _____

Tenure: _____ Due Date: _____ Process: _____

Client Name: _____ CSS: _____

Client Address: _____
 _____ CS: _____

Client Phone Number: _____ Receiving Pay: _____

Referral Source: _____ MMA: \$ _____

Address: _____ GP: \$ _____
 _____ Mo. Housing Expenses: \$ _____

Phone Number: _____ SUSP _____ TERM _____

Explanation: _____

Violation: _____

The Housing Allowance Office

MODEL: POSSIBLE MISREPORTING LOG

ID Number Serial Number	Referral Source & Date	Explanation	M.A. Payee Status	Outcome Date Closed	Action Taken	Comments

The Housing Allowance Office

MODEL LETTER: REQUEST TO CLIENT TO CONTACT
HAO REGARDING POSSIBLE MISREPORTING

Dear (Client):

During a review of our files, I found that we need further information to complete our records. Please contact me within one week at _____ so that we might set up an appointment.

Since it is a program requirement that you supply information relating to your eligibility and amount of allowance, if I do not hear from you within a week, you may be suspended or terminated from the Housing Allowance Program.

Thank you for your expected cooperation.

Sincerely,

The Housing Allowance Office

MODEL LETTER: NOTIFYING CLIENT OF CHANGE IN M.A. DUE TO
FINDINGS OF POSSIBLE MISREPORTING INVESTIGATION

Dear (Client):

Because you failed to report _____, we
have determined that your allowance payment is incorrect.

Effective with your next check, your monthly payment will be changed
from \$ _____ to \$ _____.

If you have any questions about this action, please feel free to
contact me.

Sincerely,

The Housing Allowance Office

MODEL LETTER: REFERRAL TO HUD FOR POTENTIAL MISREPORTING

Mr. _____
U.S. Department of Housing and Urban
Development

Dear Mr. _____:

The HAO is concerned that a client case involving _____ may evidence possible misreporting in the receipt of payments from the Housing Allowance Program. We are enclosing herewith a detailed file of matters surrounding receipt of these payments.

We assume you will take appropriate action or advise us of further responsibilities in this regard.

Very truly yours,

(HAO Director)

10-26-68

Dear Mr. [Name]

[Faded text line]

[Faded text line]

[Faded text line]

[Faded text line]

[Faded text line]

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CHAPTER 12.00 - HOUSING EVALUATION

12.01 - GENERAL DESCRIPTION01 - Introduction

To receive allowance payments, a client must live in a unit that meets minimum program housing standards. These standards consist of specific physical conditions for habitability and requirements for occupancy. The objective of the housing evaluation function is to determine if housing units in which clients wish to reside meet these standards.

After a client has completed the enrollment interview and signed the Participation Agreement, the housing evaluator arranges for and conducts an evaluation of the housing unit in which the client presently resides. For clients who wish to move to other units, the evaluation of their prospective units will be scheduled following their request to the HAO for a new unit evaluation. Evaluations are conducted as soon as possible after the request for evaluation (Housing Unit Certification Form 10.08-1, hereafter referred to as HUCF) is received.

Whenever a client changes residence without arranging for an evaluation, payments are suspended until the unit is determined acceptable. A client who wishes to receive allowance payments should have his unit evaluated and approved in accordance with HAO housing standards before he executes a lease, or if he executes the lease, it should be executed subject to an approved evaluation (the lease applies to renters only). A client may request evaluation of as many units as necessary as long as he remains eligible for program assistance.

The HAO housing evaluation, conducted to determine compliance with program housing standards, is not to be confused with the local housing code enforcement process. Violations of local ordinances, as determined by local housing code officials, are handled by owners and tenants without the intervention of the HAO. However, units under formal prosecution by local officials are not acceptable units for participants of the Housing Allowance program.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

In the second section, the author outlines the various methods used to collect and analyze the data. This includes both manual and automated processes. The goal is to ensure that the information is both reliable and up-to-date.

The third part of the document provides a detailed breakdown of the results. It shows that there has been a significant increase in sales over the period covered. This is attributed to several factors, including improved marketing strategies and better customer service.

Finally, the document concludes with a series of recommendations for future actions. It suggests that the company should continue to invest in research and development to stay ahead of the competition. Additionally, it recommends regular audits to ensure ongoing compliance with all relevant regulations.

CHAPTER 12.CO - HOUSING EVALUATION

12.01 - GENERAL DESCRIPTION

01 - Introduction

To receive allowance payments, a client must live in a unit that meets minimum program housing standards. These standards consist of specific physical conditions for habitability and requirements for occupancy. The objective of the housing evaluation function is to determine if housing units in which clients wish to reside meet these standards.

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Whenever a client changes residence without arranging for an evaluation, payments are suspended until the unit is determined acceptable. A client who wishes to receive allowance payments should have his unit evaluated and approved in accordance with HAO housing standards before he executes a lease, or if he executes the lease, it should be executed subject to an approved evaluation (the lease applies to renters only). A client may request evaluation of as many units as necessary as long as he remains eligible for program assistance.

The HAO housing evaluation, conducted to determine compliance with program housing standards, is not to be confused with the local inspection process. Violations of local ordinances, as determined by local enforcement officials, are handled by owners and tenants without the involvement of the HAO. However, units under formal prosecution by local officials are not acceptable units for participants of the Housing Allowance Program. Also,

the HAO must perform a special review evaluation if it is notified that a unit it has previously evaluated and approved has been, or is about to be, condemned or cited for serious code violations. The HAO staff maintains contact with local enforcement officials to assure that there is consistency of interpretation between the HAO officials and local officials.

This chapter presents a general description of the housing evaluation process. More detailed descriptions and instructions are set forth in the *Housing Evaluation Instruction Manual* of the HAO. The housing standards are prescribed in Chapter 2.00 of this Handbook.

02 - Evaluation Procedures

In general, requests for housing evaluations (HUCFs) are initiated by the client. When a unit that was previously determined unacceptable has been upgraded, the client may request a reevaluation. Every housing unit in the program is subject to an annual reevaluation.

Each evaluation request (HUCF) is assigned to an evaluator who contacts the household to schedule a housing evaluation appointment at the client's convenience. Every effort is made to schedule the evaluation as quickly as possible after the request has been received.

The housing evaluator makes as complete and comprehensive an evaluation as possible. The Housing Unit Evaluation Form (Form 12.03-1, hereafter referred to as the HEF), is the evaluator's guide for measuring how a unit compares with the program standards. The form is designed as a checklist for an evaluator to use in determining existing deficiencies that must be considered in the housing evaluation process and to record data on the quality of the housing. It is essential that each member of the housing evaluation staff be thoroughly familiar with all provisions of the standards and their interpretation in order to properly rate each unit.

Most evaluations are scheduled during regular working hours. However, it may be necessary to conduct some evaluations during the evening or on weekends. Evaluation priority is to be given to households that are moving to new units rather than to households remaining in their present units.

The client is responsible for arranging for the entry of the evaluator; however, a landlord or his agent has the right to be present at an evaluation.

03 - Post-Evaluation Procedures

After the evaluation is completed, the Evaluation Supervisor or his designee reviews the data to determine if the unit is suitable for occupancy by the client. Upon completion of the review, the client is sent a letter explaining the results of the evaluation. If the client is a renter, he may discuss the results with the landlord. If the clients or landlords contest an evaluation, the Evaluation Supervisor or his designee arranges to meet with them to review the findings. Information about the program's housing standards may be furnished to them. It is the policy of the HAO, however, standards may be furnished to them. It is the policy of the HAO, however, not to refer landlords or homeowners to specific private contractors for repair work. However, the HAO may refer them to public or nonprofit organizations that may help them with necessary repairs.

After this meeting, if clients or landlords still disagree with the results of an evaluation, they may appeal that evaluation by requesting a reevaluation from the Evaluation Supervisor. If considered appropriate by the Supervisor, a second evaluation will then be made in order to support the upholding or denial of the appeal. The Evaluation Supervisor or his designated assistant conducts the second evaluation.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data. The second part of the document provides a detailed breakdown of the financial data for the quarter. It includes a table showing the revenue generated from various sources, as well as the corresponding expenses. The final part of the document concludes with a summary of the overall financial performance and offers recommendations for future improvements.

Category	Item	Value
Revenue	Product Sales	12000
	Service Fees	8000
	Licensing	5000
	Other	3000
Expenses	Salaries	6000
	Rent	4000
	Utilities	2000
	Marketing	1500
Total Revenue		28000
Total Expenses		13500
Net Profit		14500

CHAPTER 12.00 - HOUSING EVALUATION

12.02 - EVALUATION REQUESTS AND SCHEDULING

01 - Introduction

This section describes the procedures that are followed for processing requests for an evaluation up to the point of undertaking the evaluation itself.

02 - Receiving Requests for Evaluations

There are eight different types of evaluations. All requests for evaluation are noted on Parts I, II and III of the Housing Unit Certification (Form 10.08-1) (HUCF) which is also used later to report the findings on the acceptability of the unit for program participation. The eight types of requests are:

1. Initial Enrollment Evaluation. The initial enrollment evaluation is made to determine the acceptability of the housing unit for program participation if the client wishes to remain in the unit. As soon as possible after a client executes the Participation Agreement, the request for evaluation section (Parts I, II and III) of the HUCF is completed. The HUCF is checked for completeness and accuracy. It is logged into the Evaluation Section.
2. Pre-Move Evaluation. At the time of enrollment or at any time during program participation, a client may elect to move to a new unit. When the new unit is located he must request a new unit evaluation, which should be completed before the household executes a lease or moves to the new location. The client must contact a staff member and advise him of the address. The staff member completes the request for evaluation portions of the HUCF, which is then logged into the Evaluation Section.

3. Post-Move Evaluation. When a client requests an evaluation after he has moved into a new unit, a post-move evaluation is performed. The procedures which are described above in "Pre-Move Evaluation" are followed.
4. Annual Reevaluation. Units occupied by program recipients are reevaluated annually. The HUCF for the annual evaluation is generated after the annual recertification interview.
5. Reevaluation. When a client wishes to upgrade an evaluation of an improved unit that previously was found unacceptable, he should call the HAO and request a reevaluation. Only those items and/or conditions which caused the housing unit to be determined unacceptable are reevaluated. The request for evaluation portions of the HUCF are completed and the HUCF is logged in by the Evaluation Section.
6. Quality Control Evaluation. When the Evaluation Supervisor or his designated assistant performs quality control checks, he selects the unit address (or Evaluator) to be checked, performs a full evaluation on an HEF, and then compares his results with the original HEF. The Quality Control HEF is filed with the original HEF in the address file.
7. Other. This category is to be used for any other types of evaluations, such as special review evaluations and appeals evaluations. When an evaluation has been appealed and the Evaluation Supervisor determines that a second evaluation is warranted in order to resolve a contested evaluation, he or his designated assistant conducts the second evaluation on an unnumbered HEF. After comparing the results of the original evaluation with the appeals evaluations, the Supervisor informs the client of his decision. The appeals HEF is filed with the original HEF.
8. Reinstatement. This category is used to designate the type of evaluation to be performed when a client is reinstated into the program. If the reinstatement occurs within sixty days of the termination date and the client still resides in the same unit he lived in before

termination, the procedures for the 60-day rule are followed. The client's Housing Unit I.D. number, his address, and occupancy determination are checked with the original file. If no changes have occurred, no evaluation is necessary and Part IV of the HUCF is filled out from the original HUCF. If more than 60 days have elapsed from the date of termination, a new evaluation is required.

03 - The Evaluation Control Log

Given the large volume of evaluations, a centralized source of data is required for effective management control of the evaluation process. The Evaluation Section maintains a logging procedure for this purpose. A Housing Evaluator's Daily Progress Report (Form 12.04-3) is used to update the log on status of each evaluation.

04 - If the Unit Has Not Been Previously Evaluated

If the unit has never been evaluated by the HAO before, the following steps are taken:

1. A new address folder is established for the unit.
2. A Housing Unit I.D. number is assigned.
3. If the unit is located in a multi-unit structure which has been evaluated within the past year, and condition items in normally inaccessible common areas (such as basements or furnace rooms) were found acceptable in the last previous evaluation, those areas need not be examined again as a part of the new evaluation. Condition scores from the previous evaluation should be transcribed to the new HEF.
4. The unit is then assigned for evaluation.

05 - If the Unit Has Been Previously Evaluated

If the unit has been previously evaluated, the previous Housing Unit I.D. number is entered on the new HUCF and the following steps are taken:

1. The number of persons to occupy the unit (indicated on the HUCF) is checked against the size of the unit (indicated on the previous HEF). If the occupancy standard would be exceeded (see Section 12.05.04) this fact is noted on the HUCF so that the household may be notified. A new evaluation is not required since the unit will not be acceptable regardless of other physical circumstances. If the occupancy standard would not be exceeded, continue as follows:
2. A new evaluation is not required when the last previous evaluation for the unit was within the past 60 days and the new HUCF is for any type of evaluation other than Type 5, Reevaluation. In these cases, the use of previous evaluation results is noted on the HUCF and a letter is sent to notify the client that the unit is approved (if it passed the previous evaluation) or not approved (if it failed the previous evaluation).
3. In all other cases, a new evaluation is required. Parts I and II of the HEF are filled out. Procedures under Instruction 4 of Section 12.04.04 are followed for units in multiple-unit structures evaluated within the past year. The unit is then assigned for evaluation.

06 - Scheduling Evaluations

1. Evaluation priority. It is the policy of the Housing Evaluation Section to complete every requested evaluation as quickly as possible. When an Evaluator must make a determination as to which evaluation to schedule first, the following priority schedule is utilized:

- o 1st Priority--New Unit evaluation (Pre-move and Post-move).
- o 2nd Priority--Initial evaluation.
- o 3rd Priority--Reevaluation of an unacceptable unit.
- o 4th Priority--Annual reevaluation.*

* An annual reevaluation is assigned the highest priority when revocation of payment authorization is imminent. A recipient must have an acceptable reevaluation within 75 days of the annual recertification due date. If not, suspension procedures are initiated (see Section 15.02).

The priority which the other types of evaluations receive is at the discretion of the Evaluation Supervisor.

2. Evaluation completion time. It is recognized that circumstances may arise that will make it impossible for a Housing Evaluator to complete an evaluation within a prescribed period of time. An ideal situation would be for each evaluator to receive an assignment on one day and to complete the evaluation on the following day. This is not always possible, however.

The Housing Allowance Office

MODEL: HOUSING UNIT EVALUATION REQUEST CONTROL LOG

Date Logged In	Housing Unit I.D. Number	Head of Household Name	Address	TYPE	DATE ASSISTED	DATE SCHEDULED	DATE COMPLETED	A/U	DATE TO CERT.	Remarks (Reason for delay)

¹ Initial Evaluation, ² Pre-move Evaluation, ³ Post-move Evaluation, ⁴ Annual Re-evaluation, ⁵ Re-evaluation, ⁶ Quality Control
⁷ Other, ⁸ Reinstatement
 A = Acceptable; U = Unacceptable.

The Housing Allowance Office

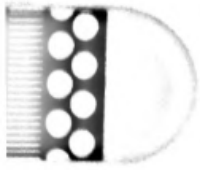
MODEL LETTER: APPOINTMENT CONFIRMATION NOTICE

Dear (Client):

We are planning to evaluate the housing unit at _____
_____, on _____
_____, to determine whether it meets the standards
of the Housing Allowance Program.

If you or your representative cannot be present for the evaluation,
please let me know.

Sincerely,



CHAPTER 12.00 - HOUSING EVALUATION

12.03 - MAKING THE EVALUATION

01 - Introduction

Evaluations of units are documented on the Housing Evaluation Report (HEF, Form 12.03-1). This form serves as a guide to the evaluator to assure that he examines all aspects of the unit which are important in relation to the program's Housing Standards. After the evaluation is complete and while he is still at the site, the evaluator reviews his scoring on the form and determines whether the unit is certifiable with respect to its physical characteristics alone (adequate facilities, adequate natural light and ventilation, and absence of hazardous conditions). The determination as to whether the unit is certifiable with respect to occupancy (adequate living space) is made subsequently at the HAO when the space characteristics of the unit are matched against the size of the particular household that requested the evaluation.

02 - The Housing Evaluation Form

The HEF is divided into seven parts as follows:

- o Client Contact Record.
- o Part I - Unit Identification: contains address, identification codes, special directions or instructions, and the occupancy status of the unit. The Housing Evaluation Section transcribes this information from the HUCF at the HAO before the evaluation.
- o Part II - Evaluation Instructions: contains information on the type of evaluation to be performed and other instructions to the evaluator. This is also filled in by the Housing Evaluation Section prior to the evaluation.
- o Part III - Building and Site Characteristics: contains general descriptive information, about the building and the site, which is

- not used in the evaluation itself. For example: type of structure, siding and roofing materials, other buildings on the site. (The completion of Part III is optional for the HAO.)
- o Part IV - Room Evaluation: contains separate information about each room in the unit. This is the part of the form on which the evaluator records data relating to adequate living space, adequate facilities and adequate natural light and ventilation.
 - o Part V - Housing Condition and Defective Paint Rating: contains space for the evaluator to rate the physical condition of each site, building, and unit element specified under the hazardous condition section of the standard and the defective paint standard. He identifies any hazardous condition, and also identifies less serious deficiencies relating to any of these elements.
 - o Unit Improvement Log: contains information on improvements that have been made in the unit in response to the program. This information is obtained on a voluntary basis.

03 - Determining the Certifiability of the Unit

After the evaluator has completed the evaluation, he first reviews Part IV (Room Evaluation) of the HEF. He begins with the section relating to the kitchen and one bathroom. In these sections the unit will be determined certifiable if it receives: (1) a score of "4" (facility present and in working condition) on items "a" through "e," "h," and either "f" or "g" in the full bathroom; and (2) a score of "4" on items "a" through "g" in the kitchen or, alternatively, an entry of "3" (dining facility) under Room Type when full kitchen facilities are not available.

He then reviews the sections relating to all rooms using the criteria set forth in the standards to determine the number of rooms that qualify as habitable rooms, and of these, the number that qualify as bedrooms. Any room receiving a "1" or "2" rating on any item other than "g" (privacy) cannot qualify as a habitable room. Any habitable room which has a "1" rating for item "g" (privacy) cannot qualify as a bedroom. The totals will be matched against the size of the client household requesting

the evaluation later at the HAO to determine whether the standard for adequate living space has been met.

The evaluator then goes on to review Part V (Housing Condition Rating). In this part, the unit will be determined not certifiable if it receives a score of "1" (presence of hazardous condition) on any part of the items listed or "y" ratings on Questions 38(a) and 38(b).

At the end of the evaluation, the client is asked if there have been any improvements to the unit and the evaluator fills out the Dwelling Improvement Research Form accordingly.

Housing Allowance Office

MODEL:

HOUSING UNIT EVALUATION FORM

ALL/1 Nº 32799	ALL/6 INPUT CODE	ALL/7 HU - ID	1/15 REQUEST NO.
-------------------	---------------------	------------------	---------------------

CLIENT NAME	1/20		
	Last Name	First Name	Middle Initial
HOME TELE.	1/45	WORK TELE.	1/52
CLIENT ADDRESS	2/15	CLIENT ID	1/59
	Street Number		
	2/21	2/22	2/38
	Dir	Street Name	Des
	2/45	2/50	2/58
	City/Town	State	Zip
		2/52	2/59
		Homeowner Renter	Elderly Non-Elderly
			No. of Persons in Household

INDIVIDUAL CONTACTS									
Line No.	Date			Time		AM=1 PM = 2	Result	Staff ID	PERSON CONTACTED
	Mo.	Dy.	Yr.	Mr.	Mn.				
01									
3/15	3/17			3/23			3/28	3/30	
02									
03									
04									
05									
06									

EVALUATION APPOINTMENTS									
Line No.	Date			Mr.	Mn.	AM=1 PM = 2	Result	Staff ID	PERSON CONTACTED
	Mo.	Dy.	Yr.						
01									
4/15	4/17			4/23			4/28	4/30	
02									
03									
04									

RESULT CODES	Called but Could Not Contact . . .01	Evaluator Cancelled05	Completed Evaluation09
	Contact letter Sent 02	Client Failed to Keep Appnt. . . .06	Incomplete Evaluation 10
	Appointment Made 03	Refused Entry 07	Quality Control Check 11
	Client Cancelled 04	Appointment Rescheduled 08	Other (Specify) 12

5/16

CSS ID

ACTION Complete 1
Incomplete 2

PART I. HOUSING UNIT IDENTIFICATION:

1. ADDRESS OF HOUSING UNIT: (Blank if same as client address)

5/19 Street Number

5/25 Street Name

5/49 City/Town

5/26 Apt

5/42 Del

5/45 Zip

3. IDENTIFICATION CODES:

Neighborhood no. 5/62

Census tract no. 5/65

4. OCCUPANCY STATUS (Circle One)

- Occupied by client 1
- Other occupant 2
- Vacant 3
- Status unknown 4

2. SPECIAL DIRECTIONS OR INSTRUCTIONS:

5/63
Yes 1
No 2

PART II. EVALUATION INSTRUCTIONS:

5. TYPE OF CLIENT

- Non-recipient 1
- Recipient 2

7. DATE OF EVALUATION REQUEST:

5/71

MO. DAY YR.

8. EVALUATION FORM:

- Regular evaluation 1
- Expanded Evaluation 2

6. TYPE OF EVALUATION: (Circle One)

- Initial enrollment 1
- Pre-move 2
- Post-move 3
- Annual reevaluation 4
- Reevaluation 5
- (Correction of defect)
- Quality Control 6
- Other (Explain) 7
- Reinstatement 8

9. OTHER INSTRUCTIONS:

PART III: BUILDING AND SITE CHARACTERISTICS

START TIME 6/15 HR. 00 MIN. AM 1 PM 2

28. TYPE OF BUILDING: (Circle One) 6/20
Detached single-family 01
Semi-detached duplex 02
Attached single-family (row house) 03
Multiple unit (residential or mixed residential/commercial) 04
Rooming house 05
Mobile home 06
Other (specify) 07
08
09

31. ROOFING MATERIAL: (Circle All That Apply) 6/47
Asphalt shingle YES NO 1 2
Asbestos shingle 1 2
Wood Shingle 1 2
Slate or tile 1 2
Metal 1 2
Roofing paper 1 2
Rolled asphalt roofing 1 2
Tar and gravel 1 2
Not observable 1 2
Other (specify) 1 2

29. BUILDING CHARACTERISTICS:
a. Number of residential units 6/22
b. Number of levels 6/24
c. 6/26
d. Number of basements 6/28
e. Number of enclosed porches 6/30
f. Number of open porches 6/32
g. Number of commercial or industrial units 6/34
(Describe building)

32. ROOF TYPE: (Circle All That Apply) 6/55
Pitched YES NO 1 2
Flat 1 2
Other (specify) 1 2

30. SIDING MATERIAL: (Circle All That Apply) 6/36
Wood YES NO 1 2
Aluminum or vinyl 1 2
Masonry block 1 2

33. NUMBER OF GARAGE SPACES

a. For subject building (only) 6/63
b. For other buildings on property (only) 6/65
c. Shared by subject building and other buildings on property 6/67
d. Total spaces on property 6/69

34. NUMBER OF OTHER BUILDINGS ON PROPERTY:

a. Residential 7/15
b. Mixed residential/commercial 7/17
c. Commercial or industrial 7/19
d. Farm 7/21
e. Garage/storage 7/23
f. Other (specify) 7/25 7/27

35. LOCATION OF SUBJECT UNIT:

a. Enter on level 7/29
b. Number of levels 7/32
(Comment)

36. ACCESS TO SUBJECT UNIT:

(Circle All That Apply)
Private outside entrance YES NO 1 2
Via common hall 1 2
Via inside staircase 1 2
Via elevator 1 2
Via another unit 1 2
Other (specify) 1 2

PART IV: ROOM EVALUATION (Cont'd.)

10. ROOM NO.	11. ROOM TYPE AND MEASUREMENTS		12. ROOM FEATURES		CONDITION RATINGS			
	Item	Rating #/28	Item	Rating #/28	P	Item	Rtg.	Comments
04	a. Room type:		a. Ceiling height	1	4	Wall		
	General purpose	1	b. Floor area	1	4	Ceiling		
	Special purpose	2	c. Natural light	1	4	Floor		
	Full bathroom	3	d. Ventilation	1	2	Window		
	Partial bathroom	4	e. Fixtures and outlets	1	2			
	Kitchen	5	f. Heating	1	2			
	b. Measurements:		g. Privacy	1	4			
	Length	1	*h. Access	1	4			
	Width	1						
	Area	1						
c. Sleeping capacity	1							
05	a. Room type:		a. Ceiling height	1	4	Wall		
	General purpose	1	b. Floor area	1	4	Ceiling		
	Special purpose	2	c. Natural light	1	4	Floor		
	Full bathroom	3	d. Ventilation	1	2	Window		
	Partial bathroom	4	e. Fixtures and outlets	1	2			
	Kitchen	5	f. Heating	1	2			
	b. Measurements:		g. Privacy	1	4			
	Length	1						
	Width	1						
	Area	1						
c. Sleeping capacity	1							
06	a. Room type:		a. Ceiling height	1	4	Wall		
	General purpose	1	b. Floor area	1	4	Ceiling		
	Special purpose	2	c. Natural light	1	4	Floor		
	Full bathroom	3	d. Ventilation	1	2	Window		
	Partial bathroom	4	e. Fixtures and outlets	1	2			
	Kitchen	5	f. Heating	1	2			
	b. Measurements:		g. Privacy	1	4			
	Length	1						
	Width	1						
	Area	1						
c. Sleeping capacity	1							

PART IV: ROOM EVALUATION (Cont'd.)

10. ROOM NO.	11. ROOM TYPE AND MEASUREMENTS	12. ROOM FEATURES		CONDITION RATINGS			
		Item	Rating #/2#	P	Item	Rtg.	Comments
07	a. Room type: #/17 General purpose 1 Special purpose 2 Full bathroom 3 Partial bathroom 4 Kitchen 5 b. Measurements: R I #/18 Length #/19 Width #/21 Area #/23 c. Sleeping capacity <input type="checkbox"/> #/27	a. Ceiling height	1	4	Wall		
		b. Floor area	1	4	Ceil.		
		c. Natural light	1	4	Floor		
		d. Ventilation	1	2	Window		
		e. Fixtures and outlets	1	2			
		f. Heating	1	2			
		g. Privacy	1	4			
08	a. Room type: #/17 General purpose 1 Special purpose 2 Full bathroom 3 Partial bathroom 4 Kitchen 5 b. Measurements: R I #/18 Length #/19 Width #/21 Area #/23 c. Sleeping capacity <input type="checkbox"/> #/27	a. Ceiling height	1	4	Wall		
		b. Floor area	1	4	Ceil.		
		c. Natural light	1	4	Floor		
		d. Ventilation	1	2	Window		
		e. Fixtures and outlets	1	2			
		f. Heating	1	2			
		g. Privacy	1	4			
09	a. Room type: #/17 General purpose 1 Special purpose 2 Full bathroom 3 Partial bathroom 4 Kitchen 5 b. Measurements: R I #/18 Length #/19 Width #/21 Area #/23 c. Sleeping capacity <input type="checkbox"/> #/27	a. Ceiling height	1	4	Wall		
		b. Floor area	1	4	Ceil.		
		c. Natural light	1	4	Floor		
		d. Ventilation	1	2	Window		
		e. Fixtures and outlets	1	2			
		f. Heating	1	2			
		g. Privacy	1	4			

PART IV -- ROOM EVALUATION (Cont'd.)

10. ROOM NO.	11. ROOM TYPE AND MEASUREMENTS	12. ROOM FEATURES				15. HABITABILITY			
		Item	Rating 9/28	P	Item	Rtg.	Comments	Habitability	9/25
9/15	a. Room type: 9/17 General purpose 1 Special purpose 2 Full bathroom 3 Partial bathroom 4 Kitchen 5 b. Measurements: R I 9/18 Length 9/19 Width 9/21 Area 9/23 c. Sleeping capacity 9/27	a. Ceiling height	1	4	Wall				
		b. Floor area	1	4	Ceil.				
		c. Natural light	1	4	Floor				
		d. Ventilation	1	2	Window				
		e. Fixtures and outlets	1	2					
		f. Heating	1	2					
		g. Privacy	1	4					
		a. Ceiling height	1	4	Wall				
		b. Floor area	1	4	Ceil.				
		c. Natural light	1	4	Floor				
d. Ventilation	1	2	Window						
e. Fixtures and outlets	1	2							
f. Heating	1	2							
g. Privacy	1	4							

13. NUMBERS OF ROOMS:	14. BATHROOM AND KITCHEN FACILITIES		15. HABITABILITY	
	Rating	9/21	9/22	9/25
a. All rooms				
b. Habitable rooms				
c. Bedrooms				

Rating	Bathroom	Kitchen
a. Adequate	1	1
Inadequate	2	2
b. Private	9/23	9/24
Shared	1	1
	2	2

16. TYPE OF UNIT		9/26
HU-Not shared	minor	1
HU-Shared	minor	2
	equal	3
	major	4
Other		5

17. MAXIMUM NUMBER OF PERSONS 9/27

SECTION V - HOUSING UNIT CONDITION RATING

UNIT ELEMENT	RATING (Circle One)						COMMENTS
	10/15						
18. EXTERIOR PROPERTY AREA							
1.11 Sanitation and Storage	1	2	3	4	5	6	
1.12 Grading and Drainage	1	2	3	4	5	6	
1.13 Trees and Plant Material	1	2	3	4	5	6	
1.14 Accessory Structures and Fences	1	2	3	4	5	6	
19. BUILDING EXTERIOR							
10/19							
1.21 Foundation	1	2	3	4	5	6	
1.22 Wall and Exterior Surfaces	1	2	3	4	5	6	
1.23 Roofs	1	2	3	4	5	6	
1.25 Stairs, Porches, and Railings	1	2	3	4	5	6	
1.26 Windows	1	2	3	4	5	6	
1.27 Doors and Hatchways	1	2	3	4	5	6	
20. BUILDING AND UNIT INTERIOR							
10/25							
1.31 Exits	1			4	5	6	
1.32 Sanitation and Storage	1	2	3	4	5	6	
1.33 Walls	1	2	3	4	5	6	
1.34 Ceiling	1	2	3	4	5	6	
1.35 Floors	1	2	3	4	5	6	

SECTION V - HOUSING UNIT CONDITION RATING (Cont'd.)

UNIT ELEMENT	RATING (Circle One)						COMMENTS
	10/20	1	2	3	4	5	
1.36 Stairs and Railings		1					
1.37 Toilet and Bath Facilities		1					
1.38 Kitchen Facilities		1					
1.39 Water Heater		1					
1.40 Plumbing System		1					
1.41 Heating System		1					
1.42 Electrical System		1					
21. Total Number of Each Rating							

<p>38. (a) Defective Paint Cond. Y N 10/49 N 10/50</p> <p>(b) Children Under 7 Y N</p> <p>(c) Interior: No. of Rooms:</p> <table border="1"> <tr> <td>1</td> <td></td> </tr> <tr> <td>2</td> <td>10/51, 53, 55</td> </tr> <tr> <td>3</td> <td></td> </tr> </table> <p>(d) Exterior:</p> <table border="1"> <tr> <td>1</td> <td></td> </tr> <tr> <td>2</td> <td>10/57</td> </tr> <tr> <td>3</td> <td></td> </tr> </table>	1		2	10/51, 53, 55	3		1		2	10/57	3		<p>22. SUMMARY CONDITION RATING (Circle one)</p> <p>Adequate 1</p> <p>Inadequate 2 11/15</p> <p>Special Review 3</p> <p>23. SPECIAL REVIEW (Circle one)</p> <p>Adequate 1 11/16</p> <p>Inadequate 2</p>	<p>24. FINISH TIME</p> <p>11/17 HR. <input type="text"/> MIN. AM 1 PM 2</p> <p>25. ELAPSED TIME</p> <p>11/22 HR. <input type="text"/> MIN.</p>
1														
2	10/51, 53, 55													
3														
1														
2	10/57													
3														
<p>26. OVERALL FINDING:</p> <p>Acceptable 1 11/24</p> <p>Unacceptable 2</p>	<p>27. SIGNATURES</p> <p>(Evaluator) <input type="text"/> 11/23 (Date)</p> <p>Evaluator Staff No. <input type="text"/></p> <p>(Ass't. Supervisor) <input type="text"/> 11/34 (Date)</p>	<p>MO. DY. YR. <input type="text"/></p> <p>MO. DY. YR. <input type="text"/></p>												

(Revised 5/11/79)

yes, no
specified unspecified

DWELLING IMPROVEMENT RESEARCH FORM

Have there been any repairs or improvements to this dwelling since the last evaluation?

LINE NO.	ITEM	IMPROVEMENT LOCATION WHO DID MOST OF THE WORK?					COST					BREAK-DOWN	TIME ESTIMATE FOR UNPAID LABOR				
		12/19	12/21	12/23	12/25	12/27	12/27	12/27	12/27	12/27	12/27		12/27	12/27	12/27	12/27	12/27
		TYPE	EXTENT	WHO DID MOST OF THE WORK?	WHO PAID MOST?	OUT-OF-POCKET (to the nearest dollar)	SOURCE	BREAK-DOWN	TIME ESTIMATE FOR UNPAID LABOR (to the nearest person hour)								
01		01 Repair	01 One room	01 Unit occupant	01 Unit occupant	\$	1 Reported by client	1 Material only									
02		02 Improve	02 Two rooms	02 Relative or friend of occupant	02 Relative or friend of occupant	\$	2 Estimated by evaluator	2 Labor only									
03		03 Install	03 Three rooms	03 Landlord or contractor	03 Landlord or contractor	\$	3 Other source documented	3 Labor and material									
04		04 Pick up, clear, remove	04 Four rooms	04 Landlord or contractor	04 Landlord or contractor	\$	4 Other source undocumented	4 No cost									
05		05 Pry open	05 Six or more rooms	05 Commercial contractor	05 Commercial contractor	\$											
06		06 Connect utility	11 Basement	05 Community group	05 Community group	\$											
07		07 Paint	12 Attic	06 Government grant	06 Government grant	\$											
08		08 Insulate	13 Public hallway	07 Government loan	07 Government loan	\$											
09		09 Exterminate	14 Exterior property	08 Insurance	08 Insurance	\$											
10		99 Other	15 Building exterior	09 Shared, 01 through 05	09 Shared, 01 through 05	\$											
			99 Other exterior	09 Other or unspecified	09 Other or unspecified	\$											

ITEM WORKED ON

- 10 STRUCTURAL
 - 11 Ceiling
 - 12 Floor
 - 13 Foundation
 - 14 Porch
 - 15 Roof
 - 16 Walls
- 20 WINDOWS, DOORS, PARTITIONS
 - 21 Windows
 - 22 Doors
 - 23 Curtain partition
 - 24 Vent fan
- 30 ELECTRICAL
 - 31 Fixtures
 - 32 Outlet/switch

70 INTERIOR OR EXTERIOR SAFETY

- 40 HEATING
 - 41 Furnace
 - 42 Furnace Vent pipes
 - 43 Furnace heat pipes
 - 44 Room heater
- 50 PLUMBING
 - 51 Bath tub
 - 52 Shower
 - 53 Washbasin
 - 54 Toilet
 - 55 Water heater
 - 56 Water heater vent pipes
- 60 KITCHEN
 - 61 Refrigerator
 - 62 Range
 - 63 Countertop and cupboards
 - 64 Sink
- 70 INTERIOR OR EXTERIOR SAFETY
 - 71 Handrails
 - 72 Steps
 - 73 Litter & broken glass
- 80 EXTERIOR PROPERTY
 - 81 Accessory structures
 - 82 Fence
 - 83 Garage
 - 84 Sidewalk pavement
 - 85 Site grading
 - 86 Trees plants
- 90 ENTIRE DWELLING
 - 99 OTHER

TIME ESTIMATE FOR UNPAID LABOR

- 9507 No unpaid labor
- 9508 No estimate

SOURCE

- 1 Reported by client
- 2 Estimated by evaluator
- 3 Other source documented
- 4 Other source undocumented

BREAKDOWN

- 1 Material only
- 2 Labor only
- 3 Labor and material
- 4 Unspecified
- 5 No cost

WHO DID MOST OF THE WORK?

- 01 Unit occupant
- 02 Relative or friend of occupant
- 03 Landlord or contractor
- 04 Commercial contractor
- 05 Community group
- 06 Government grant
- 07 Government loan
- 08 Insurance
- 09 Shared, 01 through 05
- 99 Other or unspecified

WHO PAID MOST?

- 01 Unit occupant
- 02 Relative or friend of occupant
- 03 Landlord or contractor
- 04 Commercial contractor
- 05 Community group
- 06 Government grant
- 07 Government loan
- 08 Insurance
- 09 Shared, 01 through 05
- 99 Other or unspecified

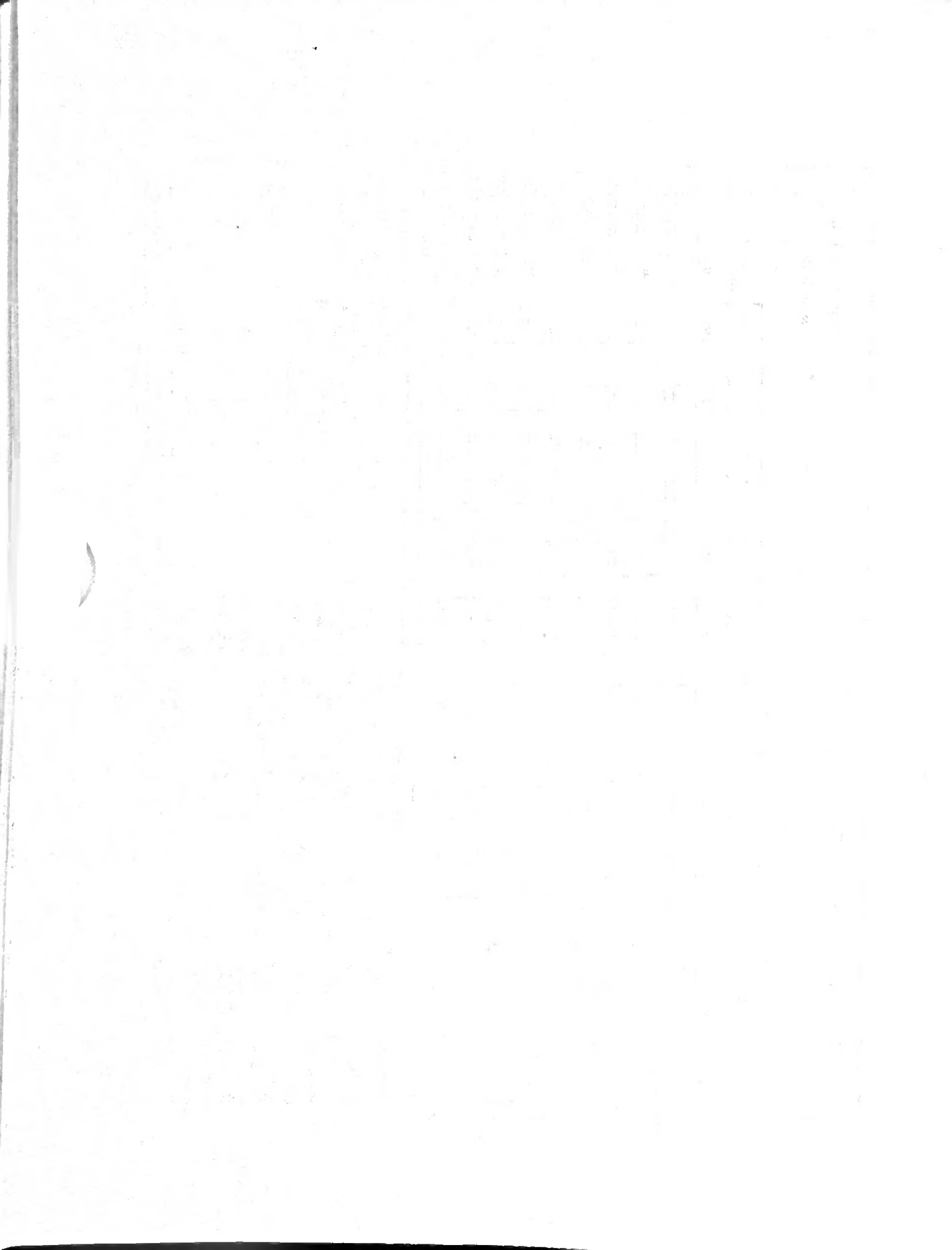
LOCATION & EXTENT

- 01 One room
- 02 Two rooms
- 03 Three rooms
- 04 Four rooms
- 05 Five rooms
- 06 Six or more rooms
- 11 Basement
- 12 Attic
- 13 Public hallway
- 14 Exterior property
- 15 Building exterior
- 99 Other

TYPE

- 01 Repair
- 02 Improve
- 03 Install
- 04 Pick up, clear, remove
- 05 Pry open
- 06 Connect utility
- 07 Paint
- 08 Insulate
- 09 Exterminate
- 99 Other

0 Old format
9999 Old format



CHAPTER 12.00 - HOUSING EVALUATION

12.04 - POST-EVALUATION PROCEDURES

01 - Review of the Evaluation Reports

All of the HEFs are reviewed for completeness and accuracy of recorded information. The evaluator must complete any portion of a report that is found to be incomplete. An evaluator may be requested to reevaluate a unit when the findings do not appear to be satisfactory. A supervisor or designee may accompany the evaluator on a reevaluation for the purpose of making a quality control check.

02 - Making the Occupancy and Defective Paint Determination

After the HEF is reviewed and it is determined that the unit is acceptable, the capacity of the unit is considered with regard to the number of persons occupying the unit as described in the request for evaluation (HUCF). If the evaluator found violations of the defective paint standard, the presence of children under 7 is checked. The occupancy standard (see Section 2.07) and the paint standard are applied to determine whether the unit is acceptable for occupancy by that household. Part IV of Form 10.08-1 is completed.

03 - Notifying the Household

The HAO sends a Notification to Client Form (one of six: Forms 12.04-2a, b, c, d, e, or f) and the Deficiency Checklist (Form 12.04-5) if appropriate to the client; copies are filed in the Evaluation File folder and in the Client Master File.

04 - Unacceptable Annual Reevaluation Notifications

When a unit is determined to be unacceptable after an Annual Reevaluation, the recipient is notified by letter which confirms that if the deficiencies are not corrected or the client does not relocate within 75 days of the annual

recertification due date, the household will no longer be eligible to receive allowance payments. If corrective action has not been taken within the allotted time, further payments to the recipient are suspended until the housing condition problems have been resolved or until the client moves to an acceptable unit.

The Housing Evaluation Supervisor, with the concurrence of the Director, may grant extensions of time up to a maximum of six months where it is not feasible for required improvements to be made at the unit within the 75-day time period. For example, roof and other exterior repairs may have to wait until spring. All such extensions will be granted on an individual case basis by the Housing Evaluation Supervisor. He will regularly review these special extensions. Extensions may not be granted where the unacceptable conditions endanger the health, safety, and welfare of the household. In addition to these special cases, the HAO may grant a general waiver period to households whose dwellings fail the paint standard for exterior surfaces during the winter months.

05 - Appealing the Evaluation Determination

If a client or landlord disagrees with the results of an evaluation, he may appeal that evaluation by making a request for a reevaluation to the Housing Evaluation Supervisor or his designee. After receiving such an appeal, the Supervisor or his designee will review the evaluation findings with the appropriate staff members. A reevaluation by the Evaluation Supervisor or his designee will be scheduled when a further evaluation is indicated, to substantiate the determinations on the HEF. The Housing Evaluation Supervisor or his designee determines if a second evaluation is warranted.

The results of this evaluation are then reviewed with all staff members involved before a final determination is made by the Housing Evaluation Supervisor. His determination must be based upon whether or not the unit, after review, meets the acceptability criteria stated in Section 2.07. A final determination is made in writing to the person making the appeal and includes an explanation for the determination.

If the Housing Evaluation Supervisor's final disposition of the matter is still disputed by the complaining party, the party is referred to the HAO Director, whose decision in the matter is final (see Chapter 14.00).

06 - Quality Control Checks

The objectives of quality control checks are to:

- o Assure quality performance by the evaluators.
- o Ensure uniformity and consistency of evaluation.
- o Identify any deficiencies in implementing the program standards, forms, and the established system.
- o Determine additional training needs of the housing evaluation staff.

Quality control procedures may include the performance of quality control evaluations by the Housing Evaluation Supervisor or his designee (in most instances, the Assistant Evaluation Supervisor) on a specified percentage of all evaluations. The simultaneous check is a quality control evaluation made with the evaluator during the actual evaluation. A post evaluation check is a separate evaluation conducted without the evaluator and at some time after he or she conducted the evaluation. This type of evaluation should be conducted within ten working days of the original evaluation. Telephone checks may be performed by calling the client after the evaluation. Checks of the files may be made to spot incorrect coding, etc. The type and frequency of quality control evaluations are determined by the Supervisor and HAO management.

The Evaluation Supervisor or his designee makes the quality control check and, for field QCs, completes a Quality Control HEF. He then reviews the results of the quality control check with the evaluator and records the results.

All units selected for quality control checks are randomly selected. The selection should reflect a good cross section of types and locations of housing units and should be in accordance with the quality control procedure described in detail in the *Housing Evaluation Instructions Manual*.

The results of the quality control evaluation should be compared with the original Housing Unit Evaluation Report to identify areas of different interpretation. The results of this comparison should be reviewed with the evaluator. Periodic staff meetings should be scheduled by the Housing Evaluation Supervisor to improve the consistency of rating by the Evaluators and to discuss variations.

Month _____
 Evaluator # _____

MODEL: QUALITY CONTROL LOG

FOLLOW-UP COMMENT

MAJOR DISCREPANCY # OF MINOR DISCREPANCIES

QC REF#	Orig. REF#	Date QC/ Date Orig.	QC Person	Type QC	Type Eval.	Overall Find.	Habit.	Max. # of Persons	1st Cond. Disc.	Sum. Cond. Disc.	Part I	Part II	Part III	Part IV	Part V	

QC																			
10	E-R	QC-R	I	E-R	QC-R	I	E-R	QC-R	I	E-R	QC-R	I	E-R	QC-R	I	E-R	QC-R	I	

12.04(5)

10 = Item number
 E-R = Evaluator's rating
 QC-R = Quality controller's rating

The Housing Allowance Office

MODEL: HOUSING QUALITY CONTROL REPORT

Address of housing unit checked _____

Head of household _____ Telephone _____

Name of contact (if other than head
of household) _____

Address _____

(Street No.)

(Street)

(Apt. No.)

(City/Town)

(State)

(Zip)

Name of evaluator _____ Date evaluated _____

Checked by: _____ Method used: Telephone In person, with evaluator In person, without evaluator

1. When _____ called to make an appointment with you,
(Housing Evaluator)
was there any problem in agreeing on a suitable time? _____ (If yes),
provide details _____

2. Was the evaluator on time for appointment? _____ (If no), was the per-
son inconvenienced? Provide details _____

3. Was the evaluator polite and courteous with you? _____ (If no), obtain
details _____

4. Did the evaluator look at the entire housing unit? _____ (If no), pro-
vide details _____

5. Determinations of evaluation deficiencies

6. Is the Quality Control Housing Unit Evaluation Report complete (Form
12.05-1)? Yes _____ No _____ (Attach completed form to original HEF)

The Housing Allowance Office

MODEL: QUANTITATIVE QUALITY CONTROL LOG

EVALUATOR ID # _____

CLIENT ID #	REF. SERIAL # (ORIGINAL)	DATE EVAL/ QC	QC PERSON	TYPE OF QC	H.U. ID # CHECK	CONDITION POINT DIFFERENCE	HABITABILITY/OCCUPANCY	COMMENT	FOLLOW-UP
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		
		/				<input type="checkbox"/>	/		

The Housing Allowance Office

MODEL: HOUSEHOLD NOTIFICATION OF EVALUATION FOR APPROVED UNITS

Dear (Client):

The Housing Allowance Office completed an evaluation of the housing unit at _____ on _____, 19__ . This housing unit meets the standards established for the Housing Allowance Program.

Should you have any questions about the housing evaluation itself, please contact us.

As mentioned in the *Participation Manual*, if you are a renter, your payments will begin as soon as possible after you have submitted a lease and it has been approved by the HAO. If you are a homeowner, you will soon be notified when your payments will begin.

If you have any questions about this, please call.

Sincerely,

The Housing Allowance Office

MODEL: HOUSEHOLD NOTIFICATION OF EVALUATION FOR APPROVED
UNITS WITH DEFICIENCIES

Dear (Client):

Thank you for letting us complete an evaluation of the housing unit located at _____ on _____, 19___. I am pleased to report that the housing unit now meets program standards.

Although this unit is currently acceptable for occupancy by participants in the housing allowance program, our housing evaluator noted the deficiencies listed in the following report. Those items marked with a ✓ do not have to be corrected for you to receive an allowance payment; however, we would like to point them out to you because they are deficiencies that might deteriorate and affect your ability to receive allowance payments in the future. The decision is yours as to whether these items should be repaired or not.

As mentioned in the *Participation Manual*, if you are a renter, your payments will begin as soon as possible after you have submitted a lease and it has been approved by the HAO. If you are a homeowner, you will soon be notified when your payments will begin.

If you have any questions about the evaluation or the attached forms, please contact me.

Sincerely,

The Housing Allowance Office

MODEL: HOUSEHOLD NOTIFICATION OF EVALUATION OF AN UNACCEPTABLE UNIT

Dear (Client):

Thank you for letting us complete an evaluation of the housing unit located at _____ on _____, 19___. I am sorry to report that the housing unit does not meet the requirements established for the Housing Allowance Program. The attached report indicates the deficiencies that were noted by the Housing Evaluator. Those items marked with an X must be corrected for the housing unit to qualify for the program. Until the X deficiencies are corrected and the unit meets the program standards, you cannot receive an allowance payment.

(In addition to items marked with an X, we have marked some items with a ✓. Items marked with a ✓ do not have to be corrected for you to receive an allowance payment; however, we would like to point them out to you because they are deficiencies that might deteriorate and affect your ability to receive allowance payments in the future. The decision is yours as to whether these items should be repaired or not.)

If you wish to receive an allowance payment, there are two courses of action available to you.

1. Have the X deficiencies in your present unit corrected and then request another evaluation from the HAO; or
2. Choose another housing unit that you believe will meet the program standards and request that it be evaluated.

If you have any questions about the evaluation or the attached forms, please contact me.

Sincerely,

The Housing Allowance Office

MODEL: HOUSEHOLD NOTIFICATION OF ANNUAL REEVALUATION
FOR AN UNACCEPTABLE UNIT

Dear (Client):

Thank you for letting us complete an annual reevaluation of the housing unit located at _____ on _____, 19___. I am sorry to report that the housing unit does not meet the requirements established for the Housing Allowance Program. The attached report indicates the deficiencies that were noted by the Housing Evaluator. Those items marked with an X must be corrected for the housing unit to qualify for the program. Until the X deficiencies are corrected and the unit meets the program standards, you are not eligible to continue to receive allowance payments.

(In addition to items marked with an X, we have marked some items with a ✓. Items marked with a ✓ do not have to be corrected for you to receive allowance payments; however, we would like to point them out because they are deficiencies that might deteriorate and affect your ability to receive allowance payments in the future. The decision is yours as to whether these items should be repaired or not.)

As a participant in the program, there are two courses of action available to you:

1. Have the X deficiencies in your present unit corrected and then request another evaluation from the HAO; or
2. Choose another housing unit that you believe will meet the program standards and request that it be evaluated.

If you wish to continue to receive allowance payments, it will be necessary for you to take one of the actions listed above. As you know, you must have a successful evaluation within 75 days of your annual recertification due date or your allowance payments will be suspended. If you cannot meet this deadline, or if you have any questions about the evaluation or the attached forms, please contact me.

Sincerely,

The Housing Allowance Office

MODEL: HOUSEHOLD NOTIFICATION OF ANNUAL EVALUATION
FOR APPROVED UNITS

Dear (Client):

The Housing Allowance Office completed an annual evaluation of the housing unit at _____ on _____, 19___. This housing unit meets the standards established for the Housing Allowance Program.

Should you have any questions about the housing evaluation itself, please contact us.

Sincerely,

The Housing Allowance Office

MODEL: HOUSEHOLD NOTIFICATION OF ANNUAL EVALUATION
FOR APPROVED UNITS WITH DEFICIENCIES

Dear (Client):

Thank you for letting us complete an annual evaluation of the housing unit located at _____ on _____, 19___. I am pleased to report that the housing unit now meets program standards.

Although this unit is currently acceptable for occupancy by participants in the Housing Allowance Program, our Housing Evaluator noted the deficiencies listed in the following report. Those items marked with a ✓ do not have to be corrected for you to receive an allowance payment; however, we would like to point them out to you because they are deficiencies that might deteriorate and affect your ability to receive allowance payments in the future. The decision is yours as to whether these items should be repaired or not.

If you have any questions about the evaluation or the attached forms, please contact me.

Sincerely,

The Housing Allowance Office

MODEL: EVALUATOR'S DAILY PROGRESS REPORT

Housing Unit Address	Type of Eval.	Date As-signed	Date Sched-uled	Date Compl.	Find-ing	Eval. Time	Travel Time	Remarks

1 Initial evaluation
2 Pre-move evaluation
3 Post-move evaluation
4 Annual reevaluation
5 Reevaluation
6 Quality control
7 Other

Date _____ Evaluator's Signature _____ Form 12.04-3

The Housing Allowance Office

MODEL: NOTICE OF FAILURE TO MEET ANNUAL REEVALUATION STANDARDS

Memo to: Certification Supervisor
From: Housing Evaluation Supervisor
Subject: Failure of _____'s housing unit to
(Client's Name)
meet annual reevaluation standards

Please be advised that the Housing Evaluation Section completed, on _____, an annual reevaluation of the unit located at _____
(Date)
_____. The unit was unacceptable
(Street Address)
for occupancy by _____, who is listed as
(Client's Name)
presently residing therein. Proper notification has been sent to the client and he has not taken the necessary steps to improve housing conditions so that it would be acceptable for program participation. It is, therefore, requested that payments be discontinued until the housing conditions are acceptable.

HOUSING UNIT DEFICIENCY
"CHECK LIST"

The following is a report of the deficient conditions which the HAO Evaluator observed during the evaluation of the housing unit located at _____ on _____.

The items listed were evaluated according to HAO housing standards.

Items marked:

- (X) INDICATE DEFICIENCIES WHICH ARE PRESENT THAT MUST BE CORRECTED FOR THE UNIT TO QUALIFY FOR THE PROGRAM.

Items marked:

- (√) Indicate deficiencies which are present that we recommend you inspect and decide whether repairs or improvements should be made to prevent deterioration. These items do not affect your participation in the program at this time.

Items not receiving an (X) have met HAO housing standards.

EXTERIOR PROPERTY AREA

- 1 _____ Improper sanitation and/or storage on exterior property area.

A unit must not have any hazardous conditions. Hazardous conditions include significant accumulations of litter, trash, garbage, and other debris that may harbor insects, rodents, or pests and/or create safety threats due to fire or the blockage of access, or the unsafe storage of flammable materials.

Location _____ . Specify _____ .

- 2 _____ Improper drainage and grading on exterior property area.

The grading and drainage in the exterior property area must create no hazardous condition. Hazardous conditions include cases where, due to topography and the absorbability of the soil, there is drainage or seepage into the building or excessive standing water which might undermine the structure or cause other threats of health and safety.

Location _____ . Specify _____ .

- 3 _____ Presence of overgrown trees and noxious plant material on building exterior.

Trees and plant material must create no hazardous condition. Hazardous conditions include cases in which the property is so heavily overgrown with trees and plant materials that natural light is blocked from the structure and normal access is impeded; where property contains an overabundance of noxious plants which endanger the occupants, or trees or vines which threaten to damage the building.

Location _____ . Specify _____ .

- 4 _____ Improper maintenance and/or repair of accessory structures and fences.

Accessory structures and fences in the exterior property area must create no hazardous conditions. Hazardous conditions include cases in which such structures and fences have severe structural defects and are located close enough to the main building or areas of normal human activity on the lot that their potential collapse creates a threat to safety of the occupants.

Location _____ . Specify _____ .

BUILDING OR UNIT EXTERIOR

- 5 _____ Building foundation in poor condition.

Foundations of the building must create no hazardous condition. Hazardous conditions include cases in which foundations have severe structural defects or are penetrable by water to the extent that the structural safety of the building is threatened.

Location _____ . Specify _____ .

- 6 _____ Wall surface in poor condition and/or maintenance.

Walls and exterior surfaces of the building must create no hazardous conditions. Hazardous conditions include severe leaning or buckling, major holes or missing sections, or excessive cracking such that there is danger of structural collapse or of significant damage to the interior of the structure from the elements; and/or lead-based paint hazards.

Location _____ . Specify _____ .

- 7 _____ Roof covering and/or framing in poor condition.

Roofs of the building must create no hazardous conditions. Hazardous conditions include severe sagging or buckling or major holes or missing sections such that there is a danger of

structural collapse or significant damage to the interior of the structure from the elements.

Location _____ . Specify _____ .

- 8 _____ Stairs, porches, or railings in poor condition or not structurally sound.

Stairs, porches, and railings outside of the building must create no hazardous condition. Hazardous conditions include severe structural defects, broken or missing steps, and broken or missing handrails.

Location _____ . Specify _____ .

- 9 _____ Windows need repair or replacement.

Windows in the building must create no hazardous condition. Hazardous conditions include missing or broken windows and heavily damaged or rotted sashes such that severe weather damage to the interior of the unit, loss of heat, or threats to safety are created.

Location _____ . Specify _____ .

- 10 _____ Doors and hatchways in need of repair or maintenance.

Doors and hatchways on the exterior of the building must create no hazardous condition. Hazardous conditions include missing or broken doors such that severe weather damage to the interior of the unit, loss of heat, or threats to safety are created.

Location _____ . Specify _____ .

BUILDING OR UNIT INTERIOR

- 11 _____ Lack of proper exits.

Means of exit from the unit and the building must create no hazardous condition. Hazardous conditions include lack of at least two safe exits from the building leading to open space outside of the building.

Location _____ . Specify _____ .

- 12 _____ Improper sanitation and/or storage.

A unit must not have any hazardous conditions. Hazardous conditions include significant accumulations of litter, trash,

garbage, and other debris that may harbor insects, rodents, and/or other pests and/or create safety threats due to fire, blockage of access or the unsafe storage of flammable materials.

Location _____ . Specify _____ .

- 13 _____ Walls in poor condition or in need of special maintenance to assure occupant safety.

Walls in the unit or in public spaces in the building outside of the unit must create no hazardous condition. Hazardous conditions include severe buckling, major holes or missing sections, evidence of persistent moisture, dry rot or insect damage such that there is a potential for structural collapse or other threats to safety, or lead-based paint hazards.

Location _____ . Specify _____ .

- 14 _____ Ceilings in poor condition or need special maintenance to assure occupant safety.

Ceilings in the unit or in public spaces in the building outside of the unit must create no hazardous condition. Hazardous conditions include severe buckling, major holes or missing sections, evidence of persistent moisture, dry rot or insect damage such that there is a potential for structural collapse or other threats to safety, or lead-based paint hazards. In repairing, be sure that repairs result in height 6' 6".

Location _____ . Specify _____ .

- 15 _____ Floors in poor condition or need special maintenance to assure occupant safety.

Floors in the unit and in public spaces in the building outside of the unit must create no hazardous condition. Hazardous conditions include severe buckling, noticeable movement under walking stress, major holes or missing sections, evidence of persistent moisture, dry rot or insect damage such that there is a potential for structural collapse or other threats to safety. Floors of bathroom and kitchen must be of properly installed impervious materials so as to prevent leakage of water that would damage the structural system or create other threats to safety.

Location _____ . Specify _____ .

- 16 _____ Stairs and railings absent, in poor condition and/or not structurally sound.

Stairs and railings in the unit and in public spaces in the building outside of the unit must create no hazardous condition.

Hazardous conditions include severe structural defects, broken or missing steps and broken or missing railings.

Location _____ . Specify _____ .

- 17 _____ Improper or inadequate toilet or bath facilities and/or facilities in poor or inoperative condition

Toilet and bath facilities in the unit must create no hazardous conditions. Hazardous conditions include severely damaged, broken or cracked fixtures that endanger the users or which may result in leakage or flooding.

Location _____ . Specify _____ .

- 18 _____ Improper or inadequate kitchen facilities and/or facilities in poor or inoperative condition.

Kitchen facilities in the unit must create no hazardous condition. Hazardous conditions include a severely damaged or broken stove, sink, or refrigerator that endangers the users or which may result in gas or water leakage, fire, or electric shock.

Location _____ . Specify _____ .

- 19 _____ Absent, inoperative, and/or unsafe water heater.

Water heater in the unit or in the building serving the unit must create no hazardous condition. Hazardous conditions include inadequate hot water, gas leakage, or danger of flooding.

Location _____ . Specify _____ .

- 20 _____ Absent, inoperative, and/or unsafe plumbing system.

Plumbing in the unit or in public space in the building serving the unit must create no hazardous condition. Hazardous conditions include any condition in which clean potable water is not distributed to fixtures in the unit or waste carried effectively from the unit to a public system or other disposal mechanism where there are cracks or broken pipes, improperly sealed joints, and other deficiencies that cause leakage and threats to health and safety.

Location _____ . Specify _____ .

- 21 _____ Absent, inoperative, and/or unsafe heating system.

Heating system in the unit or in the building serving the unit must create no hazardous condition. Hazards include any breakage

or damage to the source of heat, ducts, or fixtures such that heat is not adequately distributed to the unit or that there is a potential for fire or other threats to safety. Portable electric room heaters may not serve as primary sources of heat. Unvented room heaters that burn gas, oil, or other flammable liquids are not acceptable as heating facilities.

Location _____ . Specify _____ .

- 22 _____ Absent, inoperative, and/or unsafe electrical system.

Electric systems in the unit, in public spaces in the building, and in the exterior property area must create no hazardous condition. Hazards include exposed, non-insulated or frayed wires, or improper connections, insulation or grounding of any component of the system, or the overloading of capacity such that there are threats to safety due to electrocution or fire. This covers electrical cable and equipment outside of the building as well as all components of the electrical system within the unit.

Location _____ . Specify _____ .

ROOM EVALUATION

- 23 _____ OCCUPANCY: (Insufficient space for the number of persons occupying the unit.)

The unit must have one bedroom (or other room suitable for sleeping) for every two persons occupying the unit. If there are seven or more persons in the unit, four bedrooms are required. A unit occupied by more than two persons must have one habitable room in addition to the kitchen and bedrooms to serve as a general living area.

- 24 _____ Inadequate ceiling height in _____ .

6' 6" minimum required over 35 square feet of the floor area in each habitable room.

- 25 _____ Inadequate natural light in _____ .

Each habitable room except for the kitchen must have at least one window facing directly to the outdoors.

- 26 _____ Inadequate ventilation in _____ .

All habitable rooms and bathroom must have at least one openable window or other source that provides the equivalent ventilation.

- 27 _____ Absent or inoperative electrical fixtures and/or outlets in _____.

The kitchen must have two separate electric convenience outlets or one electric convenience outlet and one ceiling or wall electric light fixture with a safe switching device. All other habitable rooms and the bathroom must have at least one electric convenience outlet.

- 28 _____ Inadequate heating in _____.

A heating fixture is required in every bathroom and habitable room except in cases where the capacity of a fixture in one location is clearly capable of heating more than one surrounding room. Portable electrical heaters are unacceptable as the primary source of heat for a room(s).

- 29 _____ Absent or inoperative hot and cold water faucets or sink in kitchen.

Every unit must contain a kitchen sink with hot and cold running water.

- 30 _____ Absent or inoperative cooking range and/or improper hookup in kitchen.

Every housing unit shall contain a kitchen which is equipped with a kitchen range or stove in good working condition or adequate space for this equipment with the appropriate utility attachments.

- 31 _____ Absent or inoperative refrigerator and/or improper hookup in kitchen.

Every housing unit shall contain a kitchen which is equipped with a kitchen refrigerator in good working condition or adequate space for this equipment with the appropriate utility attachments.

- 32 _____ Absent or inoperative flush toilet in bathroom.

Every housing unit shall contain a flush toilet in good working condition.

- 33 _____ Absent or inoperative hot and cold water faucet or sink in bathroom.

Every unit shall contain a bathroom sink with hot and cold running water.

34 _____ Absent or inoperative hot and cold tub or shower in bathroom.

Every unit shall contain a bathtub or shower with hot and cold running water in good working condition.

35 _____ Inadequate floor area in _____.

Each habitable room must contain a minimum of seventy (70) square feet.

Location _____.

36 _____ Lack of proper privacy in _____.

Every sleeping room shall provide a means to close off such room from the remainder of the unit.

Location _____.

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CHAPTER 13.00 - PAYMENTS

13.01 - GENERAL DESCRIPTION

01 - Introduction and Objectives

This chapter describes the major procedures by which the Housing Allowance Office makes housing allowance payments to enrolled households. The HAO uses an automated payments system which produces all regular monthly allowance checks and performs the basic bookkeeping functions for the disbursement of housing allowances. At times the HAO also issues manual checks; however, these and other manual transactions are input to the automated system to assure the completeness of the bookkeeping function. The objectives of the payment function are:

- o To make timely and accurate disbursements of housing allowance funds to eligible households.
- o To maintain current and accurate records of the payment activity for each client.

02 - Contents of This Chapter

This chapter describes the work of initiating, modifying, suspending and terminating payments. Previous processing activities which lead to these actions are discussed in Chapters 11.00 (Certification) and 15.00 (Termination). Subsequent processing related to the operation of the automated payments system is described in Chapter 16.00. Related Financial Management Procedures are described in Chapter 6.00. The major topics covered in this chapter are:

- o The Initial Payment.
- o Processing Advances.

- o Changes in Payments After Enrollment (due to recertification, housing expense changes, suspension, termination, reinstatement, and voiding of uncashed checks).
- o Processing Overpayments and Underpayments.

03 - Definitions of Payment Variables

Throughout operations affecting the payments system, the same definitions are used. The following paragraphs contain these definitions for basic system variables and describe methods by which each variable may be modified.

1. Adjusted Gross Income (Y_{ag}): Adjusted Gross Income is the sum of all the income and deduction elements entered with Tables V and VI of the Enrollment Application (Form 10.05-1) or Recertification Form (Form 11.04-2). Y_{ag} represents the annualized rate of Adjusted Gross Income for the 12 months following the enrollment interview or recertification. When Y_{ag} as calculated is negative, zero is substituted. Definitions for the components of Y_{ag} are found in Section 2.03 and in the *Instructions Manual for the Enrollment Application*. The automated system verifies the accuracy of the calculations on Tables V and VI and stores this information only if the arithmetic is correct or after it has been corrected.
2. Standard Cost of Adequate Housing (R^*): The Standard Cost of Adequate Housing is defined in Section 2.09. The Table of R^* values is internally stored by the computer system. The correct R^* value for a household is automatically chosen and applied using the number of eligible household members from Table III of the Enrollment Application or Recertification Form.
3. Maximum Allowance Entitlement (MA): This is the maximum amount of assistance to which a household is entitled. This amount is entered into the system from Table VI of the Enrollment Application or Recertification Form. The system also independently calculates MA, using the formula

$$MA = R^* - 0.25 Y_{ag} ,$$

and verifies it against the amount entered from Table VI.

Notice in the above formula that if Y_{ag} is negative, zero is substituted instead. If the amount calculated by the computer agrees with the amount from Table VI, MA is stored as an annual and monthly amount. The Maximum Allowance Entitlement is used to determine the household's income eligibility for initial and continuing participation in the allowance program. For initial eligibility, MA must be no less than \$120 per year. For continuing eligibility, MA must remain greater than \$ zero.

4. Monthly Housing Expenses (HE): This amount is the sum of all the housing expenses entered from Part VII of the Enrollment Application or Recertification Form or from Part V of the Housing Unit Certification Form (Form 10.08-1). The housing expenses elements and the total are entered into the automated system, which, in turn, verifies the accuracy of the arithmetic and, if accurate, stores them. Components of housing expenses and methods for deriving them are as defined in the *Instructions Manual for the Enrollment Application*.
5. Allowance Entitlement (A): Regardless of its Maximum Allowance Entitlement, a household may not receive an allowance payment that exceeds its housing expenses. The following formula is applied to determine the household's Allowance Entitlement:

$$A = \begin{array}{l} \text{Monthly Maximum Allowance Entitlement (MMA)} \\ \text{or} \\ \text{Monthly Housing Expenses (MHE)} \end{array} \left. \vphantom{\begin{array}{l} \text{Monthly Maximum Allowance Entitlement (MMA)} \\ \text{or} \\ \text{Monthly Housing Expenses (MHE)} \end{array}} \right\} \begin{array}{l} \text{whichever} \\ \text{is less} \end{array}$$

After the Monthly Housing Expenses are entered from the Housing Unit Certification/Payment Authorization Form (Form 10.08-1) they are verified and stored. The system then compares MA and HE and uses the smaller amount as the Allowance Entitlement.

6. Gross Payment (GP): The same amount as A is also stored as the Gross Payment, except where the client requests a smaller payment as explained in Section 13.02.08.
7. Deduction for Advances (D1): This amount is automatically computed by the system whenever the copy of an advance check is input to the system. D1 then remains unchanged until the advance is repaid in full, unless it is overridden on a Debit/Credit Memorandum. (See Section 13.03.)
8. Deduction for Overpayments (D2): This amount is established by the HAO whenever the client's account is debited with an overpayment, as explained in Section 13.05.
9. Net Payment (NP): The Net Payment is calculated by the system using the formula

$$NP = GP - D1 - D2.$$

04 - Methods for Changing Payment Variables

Whenever one of the above variables is changed by the appropriate input to the system, all of the subsequent variables are automatically recomputed with the exception of D1 and D2. For example, if the housing expenses are changed, the system recomputes A, GP, and NP. However, if D1 or D2 is changed, the system recomputes only NP.

The inputs that can be used to change the above variables are as follows:

1. Y_{ag} : After the Enrollment Application has been processed, if it is found that an error was made (e.g., some of the income elements were over- or understated), Tables V and VI are re-submitted as a correction (see Section 16.03.02). If the client's income changes, Tables V and VI of the Recertification Form are used to update Y_{ag} as part of the annual, semi-annual, or special recertification input.
2. R^* : This variable is determined internally from the number of eligible household members.

3. MA: The Maximum Allowance Entitlement is also entered each time that a change to Y_{ag} or R^* is made. This allows the system to verify the accuracy of the input.
4. HE: Housing Expenses can be changed by submitting a Housing Unit Certification Form, or Recertification Form. If these expenses are changed because the client has moved to a new housing unit, the input must be a complete Housing Unit Certification/Payment Authorization Form. Otherwise, it can be a partly completed Housing Unit Certification Form (using usage code "3" for miscellaneous update). If the housing expenses are being updated in conjunction with the semi-annual or annual recertification, a separate Housing Unit Certification Form is not necessary.
5. A: The Allowance Entitlement is never entered into the system. It is automatically set to the lower of MA or HE.
6. GP: The Gross Pay is never entered either. It is automatically set equal to A except as specified in Section 13.04.07.
7. D1: This variable is not normally entered into the system. When the value computed by the system must be overridden, Form 13.05-1 is used. If a refund in advance is made that is greater than the outstanding balance, the Debit/Credit Memorandum (Form 13.05-1) must be used to enter the repayment rate so that the client is returned the excess of the refund amount.
8. D2: Same as D1.
9. NP: Net Payment is never entered into the system. It is always computed as $NP = GP - D1 - D2$.

05 - Form of Payment and Redemption of Housing Allowance Checks

Housing allowance payments are disbursed with a negotiable check payable to the head of household or any other eligible adult member of the household designated by the head of household.

The checks are drawn on a special account maintained for the purposes of disbursing housing allowances. Refunds received from clients are also credited to this account.

Housing allowance checks will not be valid for more than \$500 and will be void if not cashed within 60 days of issuance (see procedures in Section 13.04.06).

CHAPTER 13.00 - PAYMENTS

13.02 - THE INITIAL PAYMENT AUTHORIZATION AND FIRST PAYMENT

01 - Introduction

This section describes procedures for the review of the completed Housing Unit Certification Form (containing the results of the housing evaluation), the processing of Lease Agreements, and the processing of the Initial Payment Authorization and the first payment.

02 - Review of the Housing Unit Certification Form

The first step in the processing of the Initial Payment Authorization most often consists of the receipt of a Housing Unit Certification Form (HUCF - Form 10.08-1) after a housing evaluation has been conducted. The form is examined for completeness and the following actions are taken:

1. If the form is not properly filled out, the Housing Evaluation Section is contacted.
2. If the form is properly filled out, it is logged in the Certification Log by entering the date of receipt and the "Result" code.
3. If the HUCF indicates that no evaluation was performed or the unit was found unacceptable, the Specialist makes the appropriate entries and forwards the form for data processing.
4. If the unit was evaluated and found acceptable, the Specialist searches the appropriate folder for a copy of the approved Lease Agreement if the client is a renter, or for a new Participation Agreement and other documentation where there has been a tenure change since enrollment. (See Section 13.02.04.)
5. The Specialist proceeds directly to Section 13.02.05 below if the client is: (a) a renter whose approved Lease Agreement is on file; (b) a new home purchaser or owner who has become

a renter since enrollment whose new Participation Agreement and related documentation is on file; or (c) a homeowner who has not moved or changed tenure since enrollment. Otherwise, the HUCF is filed in the appropriate folder to await the submission of required documents.

At regular intervals, Specialists review all appropriate folders which have been filed with the completed HUCF but are awaiting the submission of required documents. If the only missing document is the Lease Agreement, and the HUCF was received more than a month previously, the HUCF marked with usage code 5 is submitted to the computer system.

03 - Processing the Lease Agreement

At the end of the enrollment interview, enrolled renter clients are told about HAO requirements related to the Lease Agreement (see discussion in the *Participation Manual*, Form 10.04-1, Sections 7 and 9, and Handbook, Section 10.07.05) and are given three blank copies of the agreement to be executed (Form 10.07-3). When a client returns a signed copy of the Lease Agreement to the HAO, it is transmitted to the Specialist responsible for lease review.

1. Upon receipt of the Agreement, the Specialist undertakes an initial review in accordance with the guidelines specified below. If the Agreement is acceptable, the Specialist searches the appropriate folder for a corresponding HUCF. If the HUCF cannot be found, the lease is filed in the appropriate folder.
2. If the Agreement has not been signed, the client is notified by phone or letter (model Form 13.02-1) that the HAO cannot accept Lease Agreements that have not been executed. Any problems that have been identified with other sections of the document are also discussed. The client is warned about the risks of executing a Lease Agreement until favorable results from a housing evaluation for the unit have been obtained. The unsigned Agreement is returned to the client.

3. If the Agreement has been signed but it is otherwise unacceptable, the client is contacted by phone or letter (model Form 13.02-2) to notify him and discuss the reasons. If the reasons are such that formal modifications are required (see guidelines below), the requirements are reviewed with the client and three additional copies of the blank Lease Agreement form are made available to him.
4. If the reasons are such that only a clarification is required, the staff member obtains the views of both the client and the landlord on the topic. If those views are consistent and resolve the question at hand, he describes his contacts and the resolution in a cover memorandum or on the lease form. If the contacts do not resolve the issue, formal modifications and new signatures are required (see Step 2 above).
5. The Specialist then searches the appropriate file and checks to see if an HUCF is present for the unit to which the Lease Agreement applies. If this form is not present the approved Lease Agreement and related documents are placed in the appropriate file.
6. If there is an HUCF present but the housing unit has not met program evaluation standards, the client may be sent a letter notifying him that he may not receive allowance payments while residing in that unit unless and until it is determined acceptable in a subsequent evaluation (model Form 13.02-3).
7. If there is an HUCF present and the housing unit is acceptable, the Specialist prepares a Payment Authorization (see Section 13.02.05 below).
8. If there is an HUCF on file which has already been keypunched and processed as incomplete because more than a month passed before the lease was received (see 13.02.02), then a new HUCF is prepared. Part V is filled out to create a Payment Authorization (see Section 13.02.05 below).

In reviewing a Lease Agreement, Specialists should use the following guidelines to determine the acceptability of the document. The document is acceptable if:

1. Appropriate and internally consistent entries have been made in Parts 1A, 1B, 1C, 1D, and 1E.
2. The Agreement has been signed and dated by both the client and the landlord (or his agent).
3. The term as specified in Part 1D is for one year or more.
4. There have not been any modifications whatsoever to the printed text of Parts 1A, 1D, or 1E or any component of Parts 2 or 3.
5. There have not been any modifications of the printed text of Parts 1B or 1C that alter the intent of the printed text or result in the conveyance of insufficient or ambiguous information.

Any other provisions attached to and made a part of the Lease Agreement (see Part 1E and Part 3) are read to assure that there are no conflicts with provisions of the HAO Lease Agreement.

If the information provided as to responsibility for utilities (Part 1C) is unclear, or original entries have been changed without initialing by both parties, clarification may be obtained by the procedures specified under Step 4 above, without requiring formal modification of the Agreement. However, if the Agreement is unacceptable for any other reason, a formal modification according to procedures specified under Step 3 above is required. This necessitates either the preparation and execution of a new document by both parties, or the modification of the old document with both parties initialing all changes.

04 - Processing for Changes in Residence or Tenure After Enrollment

If the unit the client intends to occupy as a participant has been purchased by the client since the enrollment interview, a new Homeowner's Participation Agreement (Form 10.07-2) must be prepared if the client was previously a renter. A Homeowner's Expense Statement (Form 13.02-4) must

be prepared (or a Special Recertification with a housing expense sheet must be processed) if the client was previously a renter or an owner.

1. At the time the client notifies the HAO about the purchase of the new home, the Specialist explains all processing requirements and provides necessary forms (by mail or client pick-up). He reminds the client that payments may be suspended if the unit is evaluated and does not meet program standards and discusses the impact of possible changes in housing expenses. He tells previous renters that the new Participation Agreement may not be executed until the purchase has been completed. At this time he also initiates a new Housing Unit Certification Form for the new unit.
2. The Participation Agreement may be submitted in person or by mail. In either case, the Specialist checks to see that a Homeowner's Expense Statement has been submitted and an approved HUCF is on file for the unit before signing the Agreement.
3. If the signing is done in person, two copies are signed by both the client and the Specialist. One copy is given to the client and the other is retained by the HAO. If the signing is done by mail, the client is asked to sign and return both copies. Upon their receipt, the Specialist signs both, mails one to the client and sends the other for appropriate filing.
4. When the expense statement (and Participation Agreement for previous renters) are received, the Specialist searches the appropriate file for an approved HUCF. If an HUCF is present, he proceeds to the preparation of the Payment Authorization (Section 13.02-5). If an HUCF cannot be located, the documents are placed in the appropriate folder.

If the client was a homeowner at enrollment but intends to occupy a new rental unit or sell and rent back his current unit, a Renter's Participation Agreement is required in addition to the Lease Agreement. The above

procedures should also be followed, except that a separate expense statement is not required.

05 - Further Payment Authorization Processing

When there is a Housing Unit Certification Form present for an acceptable housing unit and other required documents are available as specified above, the Specialist prepares a Payment Authorization as follows:

- o Enters the effective date of Initial Payment Authorization in Part I.
- o Completes Part V of the Housing Unit Certification Form by transcribing the appropriate information from the Lease or Homeowner's Expense Statement and computing other standard housing expense items.
- o Enters amount of Monthly Maximum Allowance Entitlement from Table VI of the Enrollment Application.
- o Enters whichever is less--Total Housing Expenses or Maximum Allowance Entitlement--as the Monthly Gross Payment.
- o Calculates the amount of the initial prorated payment (see Section 13.02.07) and enters this amount.
- o Enters the total check amount.
- o Has the HUCF signed by the supervisor or his designee.
- o Arranges these Payment Authorizations prepared during the day into a batch and forwards them for payment and/or data processing.

If, however, the effective date of the Lease Agreement (for renters) or the date of intended occupancy as indicated on the Homeowner's Expense Statement (for new home purchasers) is later than the date all materials have been received, the Specialist should hold all materials and prepare the Payment Authorization as of the date indicated, provided the client has indeed occupied the intended unit.

06 - Preparing the Initial Payment

Completed Payment Authorizations (HUCF, Part V) are then processed as follows. The appropriate staff member(s):

- o Sends the HUCFs in batches for computer processing, and a copy to Financial Management.
- o Prepares a manual allowance check in the amount shown for the initial payment. If an advance has been requested, the procedures outlined in Section 13.03 are followed.
- o Records the amount of payment, the date, and the serial number of the check on the copy of the HUCF retained by Financial Management.
- o Mails the check together with the Notice of Payment Authorization Form (model Form 13.02-5a, 5b, 5c, or 5d) to the client.
- o Sends the carbon copy of the check for computer processing and retains copies as appropriate for files.

If the initial payment is automated, a Debit/Credit Memorandum is completed and entered into the computer system.

After each run of the computer system, the HUCFs are returned for filing. Checks may be made to see that data in the computer system are consistent with HUCF entries.

07 - Calculating the Amount of the Initial Payment

The first allowance payment is issued at the same time as the Initial Payment Authorization. It is a payment covering the period between the date of the Authorization ("Effective Date") and the end of the same month on a prorated basis. If this occurs after the deadline for submission to the regular payments run, the check will also include the full amount for the following month. Specifically, the Gross Payment for this first check is calculated as follows:

$$GP_f = GP_m \times \frac{n}{N},$$

where GP_f = Gross Payment (first check),

GP_m = amount of the regular Monthly Gross Payment,

n = number of days remaining in the month, including the day of Initial Payment Authorization (effective date), and

N = total number of days in the month.

Example 1: Gross Payment = \$100 per month.

Date of Initial Payment Authorization = February 15, 1976.

$$GP = 100 \times \frac{29-14}{29} = 100 \times \frac{15}{29} = \$51.72$$

Example 2: Date of Initial Payment Authorization = February 1, 1976.

$$GP = 100 \times \frac{28}{28} = \$100$$

Example 3: Date of Initial Payment Authorization = March 31, 1976

$$GP = 100 \times \frac{1}{31} = \$3.23$$

The date of the Initial Payment Authorization (entered as the "Effective Date" on the HUCF) is established according to the following criteria:

- o For renters, it is set as the latest of the following: (1) date of acceptable housing evaluation, (2) first date of submission of an executed lease, (3) effective date of lease, or (4) date of signature of Renter's Participation Agreement.
- o For home purchasers, it is set as the latest of the following: (1) intended date of occupancy (as indicated on the Homeowner's Expense Statement or as subsequently modified by the client), or (2) date of signature of a new Homeowner's Participation Agreement (previous renters only), (3) date of submission of Homeowner's Expense Statement, or (4) date of acceptable housing evaluation.
- o For other homeowners, it is set as the latest of: (1) date of acceptable housing evaluation, or (2) date of signature of Homeowner's Participation Agreement.

No deductions are made from the first allowance check. However, the first check may include an advance requested by the client (see Section 13.03).

The Housing Allowance Office

MODEL LETTER: TO CLIENTS WHO HAVE SUBMITTED UNSIGNED LEASE

Dear (Client):

We have received the copy of the Lease Agreement you sent us for the housing unit located at:

(Address of Unit)

I am returning this copy to you since it has not been signed by you and your landlord. The Housing Allowance Office may not approve any Lease Agreement until it has been signed by both you and the landlord.

(I have reviewed the document, and it will be acceptable if signed in this form. I urge you not to sign the form, however, until you have received notification from our Housing Evaluation Section that the unit has been evaluated and approved as meeting program standards.)

(I have reviewed the document, however, and it will not be acceptable in its present form for the following reasons:

You should explain these problems to the landlord. They must be corrected on the signed document if it is to be approved. You should be sure not to sign any Lease Agreement, however, until you have received notification from your Housing Evaluation Section that the unit has been evaluated and approved as meeting program standards.)

Please call me if you have any questions.

Sincerely,

The Housing Allowance Office

MODEL LETTER: FOR CLIENTS SUBMITTING AN UNACCEPTABLE LEASE

Dear (Client):

We have received your Lease for the housing unit located at:

(Address of Unit) _____

We are returning this Lease to you because _____

You should discuss these problems with the landlord. They must be corrected before the Lease Agreement can be approved.

I am sending you three additional copies of the Agreement form on which the changes I have indicated should be made (one copy for the landlord, one for your files, and the third to be mailed back to the HAO).

Please call me if you have any questions.

Sincerely,

The Housing Allowance Office

MODEL LETTER: TO CLIENTS SUBMITTING AN ACCEPTABLE LEASE
FOR A UNIT FOUND UNACCEPTABLE

Dear (Client):

We have received your Lease for the housing unit located at:

(Address of Unit) _____

Although the Lease is acceptable, we cannot begin your payments since your housing unit was found not to meet the program standards for sanitary and safe housing at the evaluation performed on _____.
(Date)

After the deficiencies are corrected you may request a new evaluation by calling me at _____.

Sincerely,

The Housing Allowance Office

MODEL: HOMEOWNER'S EXPENSE STATEMENT

Dear (Client):

Since you are purchasing a home, the Housing Allowance Office needs to get new information as to your housing expenses. Please complete this form and return it to me at the HAO. Please call me if you have any questions.

Sincerely,

Please answer the following questions and sign as indicated:

1. The address of my new home is _____
2. I intend to move into the home on (date): _____
3. The home has the following number of rooms (not counting bathrooms, hallways, unfinished attics or basements):
 _____ rooms for the use of my household
 _____ rooms to be rented to roomers or boarders (if any)

Signature _____

Either have the following filled in and signed by an officer of the company that holds your mortgage, or attach other documentation from that company (as to your monthly interest and principal payments) and local government (as to your annual taxes), or bring such documentation with this form to the HAO.

1. The current amounts to be paid each month on the mortgage for the property at the above address are:

\$ _____	Interest
\$ _____	Principal
2. Based on my company's inquiries of local government, the total local real estate taxes and special tax assessments due for the above property over the past twelve months were: \$ _____ Per Year

Signature: _____ Company Name: _____
 Name: (print) _____ Company Address: _____
 Title: _____

The Housing Allowance Office

MODEL LETTER: NOTICE OF PAYMENT AUTHORIZATION

(prorated check only)

Dear (Client):

We are pleased to inform you that you have been authorized to receive housing allowance payments. Your regular monthly payment will be \$ _____. You will receive this same amount each month as long as you continue to meet your obligations as a participant and your household size, composition, income, and housing expenses, and the standard cost of adequate housing remain the same as they are now.

We are enclosing your first monthly payment in the amount of \$ _____ which is prorated for the number of days remaining in this month. You will receive your next payment and future payments in the regular payment amount specified above on or before the first day of each month.

Please call your Client Services Representative if you should have any questions.

Sincerely,

The Housing Allowance Office

MODEL LETTER: NOTICE OF PAYMENT AUTHORIZATION
(payment less than MA due to lower housing expenses)

Dear (Client):

We are enclosing your first housing allowance payment in the amount of \$ _____ which has been prorated for the number of days remaining in this month.

You will receive your next payment and future payments in the regular amount of \$ _____ on or before the first day of each month. Although your maximum allowance entitlement was \$ _____, your allowance payments are smaller because we are prohibited by law to exceed actual housing expenses, which were calculated to be \$ _____.

You will receive this same amount each month as long as you continue to meet your obligations as a participant and your household size, composition, income, and housing expenses, and the standard cost of adequate housing remain the same as they are now.

Please call your Client Services Representative if you should have any questions.

Sincerely,

The Housing Allowance Office

MODEL LETTER: NOTICE OF PAYMENT AUTHORIZATION

(regular payment)

Dear (Client):

We are pleased to inform you that you have been authorized to receive housing allowance payments. Your regular monthly payment will be \$_____ and your first payment is enclosed.

You will receive this same amount each month as long as you continue to meet your obligations as a participant and your household size, composition, income, and housing expenses, and the standard cost of adequate housing remain the same as they are now.

Please call your Client Services Representative if you should have any questions.

Sincerely,

1. The first part of the document is a letter from the Secretary of the State to the Governor, dated 10th March 1874. It contains a report on the progress of the work done during the year, and a list of the names of the members of the Council of the State.

2. The second part of the document is a report on the work done during the year, and a list of the names of the members of the Council of the State. It contains a detailed account of the work done during the year, and a list of the names of the members of the Council of the State.

3. The third part of the document is a report on the work done during the year, and a list of the names of the members of the Council of the State. It contains a detailed account of the work done during the year, and a list of the names of the members of the Council of the State.

4. The fourth part of the document is a report on the work done during the year, and a list of the names of the members of the Council of the State. It contains a detailed account of the work done during the year, and a list of the names of the members of the Council of the State.

5. The fifth part of the document is a report on the work done during the year, and a list of the names of the members of the Council of the State. It contains a detailed account of the work done during the year, and a list of the names of the members of the Council of the State.

6. The sixth part of the document is a report on the work done during the year, and a list of the names of the members of the Council of the State. It contains a detailed account of the work done during the year, and a list of the names of the members of the Council of the State.

CHAPTER 13.00 - PAYMENTS

13.03 - PROCESSING ADVANCES

01 - Policy for Advances

Specific rules and documentation requirements for the authorization of advances are provided on Form 13.03-1. In summary, advances may be made to clients in conjunction with:

- o initial payment authorizations (advance for utility deposit and security deposit),
- o moves to a new unit (advance for utility deposit and security deposit),
- o tenure changes from renter to homeowner (advance for utility deposit), and
- o new household head (advance for utility deposit).

The amount of the advance may be no greater than required for the elements allowable for the situation (e.g., for utility deposit only, for tenure change), but the amount also may be no larger than the smaller of:

- o four times the monthly Maximum Allowance Entitlement,
- o two times the monthly contract rent (for clients who are renters), and
- o the amount otherwise approvable less the amount of any outstanding balances from previous advances and overpayments.

Following the receipt by the client of the approved advance amount, the client is obligated to repay the HAO the amount of the advance in from 6 to 10 monthly installments depending on HAO policy in force. If the client's monthly allowance payment prior to deduction for advance repayment continues to exceed the monthly advance repayment, the advance repayment is deducted from the allowance. If the client's allowance

declines so that the required monthly advance repayment exceeds the allowance, the client must pay the HAO either in monthly installments or by lump sum. If an advance is approved for the client while there is still an outstanding balance on a previous advance, repayment scheduled for the previous advance is discontinued, and a repayment scheduled for the new advance plus the outstanding balance on the previous advance is initiated based on a new series of monthly installments. The client may of course pay off the outstanding balance by a lump sum payment at any time.

02 - Processing for Approval of the Advance

The Request for Advance Form--Repayment Agreement (Form 10.07-4a, or Form 10.07-4b when there is an outstanding balance from a previous advance or overpayment) is completed by the Specialist assigned. For Form 10.07-4a, the following information is entered:

- o Amount of Advance. The amount requested.
- o Amount Financed. Same as Amount of Advance.
- o Finance Change. Always zero.
- o Total of Payments. Same as Amount of Advance.
- o Composition of Advance. If the advance is composed of more than one element (security deposit plus utility deposit for instance), the separate amounts and purposes are itemized.
- o Repayment Terms. The period of repayment and amount of repayment are entered in appropriate places.
- o Other Entries. Appropriate entries are made in the Signature and Office Use Only sections.

After the form is completed by the Specialist, it is signed by the client. The form may not be altered after it is signed by the client (except in the "For Office Use Only" box).

When Form 10.07-4b is used, the following information is entered:

- o Amount Requested. The amount which is allowable (no larger than the smallest of four times the MA, two times the monthly contract

rent for renters, or the amount allowable as stated in Form 13.03-1). Client may of course request a smaller amount than what is allowable.

- o Amount Outstanding from Previous Advances and Collectible Overpayments. Enter total amount.
- o Amount of Advance. Subtract amount outstanding from previous advances and collectible overpayments from amount requested.
- o Amount Outstanding from Previous Advances. Enter outstanding amount from previous advances (does not include amount from outstanding overpayments).
- o Amount Financed. The sum of amount of advance and amount outstanding from previous advances.
- o Finance Charge. Always zero.
- o Total of Payments. Same as amount financed.
- o Other Entries. Same as for Form 10.07-4a.

The Request for Advance Form is held until all requirements for approval of the advance have been met. If the amount of the advance which may be approved is less than the amount indicated on the form signed by the client, a new form must be completed. "Declined" is written on the original request form, after which the form is filed. Form 13.03-2 is used to inform the client that a new form is necessary.

When the Request for Advance is approvable and all requirements for the advance have been met, the request is signed as approved.

03 - Processing Advances Which Have Been Approved

The Request for Advance Form (Form 10.07-4a or 10.07-4b), approved, signed and dated is forwarded for payment. If the advance is being processed in conjunction with initial payment authorization, the Request for Advance is forwarded at the same time as the HUCF.

A check is then prepared to cover the amount of the approved advance. If the advance is being processed in conjunction with initial payment authorization, a single check is prepared to cover both the first month's allowance payment and the advance (or two separate checks may be prepared).

The check is then released to the client, after entering in the "For Office Use Only" section of the Request for Advance Form the check number and date.

Record of the advance is entered into the computer system through the regular processing of the keypunched check voucher. The system is programmed to calculate D1 (the deduction for advances--see Section 13.01.04 on definition of payment variables) by dividing the total amount of the advance by the standard number of months specified for repayment under HAO policy. Program standards require that this number be between 6 and 10 months. If the new advance is entered while there is an outstanding balance from a previous advance, the computer automatically takes the new advance amount plus the outstanding balance and divides by the standard number of months.

The HAO may wish to select a repayment period different than the standard number of months programmed in the computer. In these cases, a separate Debit/Credit Memo (Form 13.05-1) must be prepared to set the desired repay rate.

POLICY FOR ALLOWABLE ADVANCESInitial payment authorization

- o advance may be approved prior to payment authorization for...
 - o utility deposit, if...
 - o security deposit, if...
- o advance may be approved at the time of or following payment authorization (request must be received before or within 60 days following date of occupancy) for...
 - o utility deposit, if...
 - o security deposit, if...

Move to new unit

- o advance may be approved prior to authorization of new unit (request must be made within 30 day period to anticipated date of move) for...
 - o utility deposit, if...
 - o security deposit, if...
- o advance may be approved at the time of or following authorization of new unit (request must be made from 30 days prior to anticipated move to 60 days following date of occupancy) for...
 - o utility deposit, if...
 - o security deposit, if...

Tenure changed (same unit) (request must be received from between 30 days prior to tenure change to 30 days following change)

- o utility deposit, if...

New household head (same unit) (request must be received 30 days prior to change to 30 days following change)

- o utility deposit, if...

The Housing Allowance Office

MODEL LETTER: WHEN REQUEST FOR ADVANCE CANNOT BE APPROVED

Dear (Client):

We are unable to approve the Request for Advance which you have submitted (because) _____.

(It is possible for you to make another Request for Advance in a different amount.) (Enclosed is a completed Request which you may sign if you desire. Please keep the extra copy which is also enclosed.) (If you wish to do so, please contact the HAO.)

Sincerely,

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided that the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The Federal agency that administers compliance with this law concerning this creditor is:

Federal Trade Commission
Chicago Regional Office
Suite 1437
55 East Monroe Street
Chicago, Illinois 60603

The Housing Allowance Office

MODEL FOR LETTER SENT WITH ADVANCE CHECK WHEN NOT PROCESSED
AT TIME OF INITIAL PAYMENT AUTHORIZATION

Dear (Client):

Enclosed is a check for the advance which you have requested. As indicated in the Request for Advance--Repayment Agreement Form which you have signed, a monthly deduction will be made from your housing allowance check until the advance is repaid. Your payment will be \$_____ for _____ months (unless changed for some other reason). If your housing allowance declines so that your monthly repayment exceeds the allowance, you are obligated to repay the HAO in monthly installments the difference between the monthly repayment and the housing allowance you would receive otherwise.

Sincerely,

1915

...

CHAPTER 13.00 - PAYMENTS

13.04 - CHANGES IN PAYMENTS AFTER ENROLLMENT

01 - Introduction

After the client has been enrolled and is receiving regular allowance payments, different procedures are followed to change the amount of the entitlement depending on the circumstances involved:

- o The amount of the Maximum Allowance Entitlement (MA) may be changed through recertification.
- o The amount of the Allowance Entitlement (A) may be changed due to changes in housing expenses.
- o Payments may be suspended or terminated.
- o Payments may be reactivated.
- o Payments may be voided because they have not been cashed.
- o The Gross Payment may be set at a level different than the allowance entitlement

02 - Changes Through Recertification

In all types of recertifications, new information about the clients' household composition, income and other characteristics is entered on the Recertification Form (Form 10.04-2). Each time, the new information is used in conjunction with unchanged information to re-check eligibility and redetermine the amount of the Maximum Allowance Entitlement. Procedures for these determinations are essentially the same as those used in enrollment processing.

Steps in processing changes in payments due to recertification vary depending on the type of recertification involved. Procedures are described for semi-annual, annual, and special recertifications in Chapter 11.00.

03 - Changes Due to Changes in Housing Expenses

The amount of the payment must also be modified if a client's housing expenses increase when he has been receiving less than MA or decrease to a level below MA. These changes may be recognized by the HAO when the client moves to a new residence, changes tenure, or changes his Lease Agreement. Changes in housing expenses after enrollment are all recorded and processed by means of the Housing Unit Certification Form (HUCF, Form 10.08-1) or the Housing Expense page of the Recertification Form (Form 11.04-2). Procedures to be followed are described in Section 11.06.08.

04 - Suspensions and Terminations of Payments

Definitions, rules and procedures relating to the processing of suspensions and terminations are given in Chapter 15.00. In both cases, processing involves the issuance of an instruction to the automated system to stop payments.

In the case of suspension, the instruction is issued by the Payment Suspension/Reactivation Log (Form 15.02-1). This log is used to suspend a client's payments without terminating him from the program as described in Section 15.02.

In the case of terminations, the Termination Form (Form 15.03-1) is used. (See Section 15.03.)

Rules and procedures related to the collection of amounts due to the HAO from the client at the time of suspension or termination are described in Section 13.05.

05 - Reactivation and Reinstatement of Payments

Procedures related to reactivate payments after suspension or reinstate a client after termination are described in Sections 15.02 and 15.04.

If a client's payments are suspended but not terminated, his payments may be reactivated by using the same Payment Suspension/Reactivation Log (Form 15.02-1) or by submitting a new HUCF (Form 10.08-1) if the payment authorization reinstatement is pursuant to the certification of a new unit for the client.

To reinstate a terminated client, the Reinstatement Log (Form 15.04-2) is used. However, when a terminated client is reinstated to the program, his payment authorization is not automatically reinstated.

When payments are reinstated, a check is prepared covering a prorated share of the monthly Allowance Entitlement for the month in which the effective date of reinstatement occurs, i.e., as determined by the number of days from the effective date to the end of the month in relation to the total days in the month. Regular payments from the automated system are produced on a monthly basis thereafter.

06 - Voiding Checks

The HAO will void all housing allowance checks that have not been redeemed within 60 days of issuance, although if the recipient is in possession of the check and expresses his intent to redeem the check as soon as possible the HAO Director may allow him to do so.

The Bank Reconciliation statement is reviewed each month and checks that have been outstanding for over 60 days are voided. The recipient is called to inquire about the outstanding check. If the recipient cannot be contacted, or if the check has been lost, a Request for Cancellation of Payments (Bank Form) is sent to the bank, and a Request for Suspension of Payments (Form 15.02-1) is prepared. The client is notified that the payment has been stopped.

Upon response from the bank notifying the HAO that a stop payment order has been issued, an entry is made to the Voiding Entries Log (Form 13.04-1) and manual payments register. This log is submitted for keypunching each month three days before the scheduled run of the automated payments system. A Voiding Entry is made only after a check has been issued and recorded by the system. (A Voiding Entry check is also used to maintain the continuity of the check numbers when an error is made in typing up a check.)

07 - Setting A Gross Payment Different Than the Allowance Entitlement

In almost all cases the Gross Payment is set equal to the Allowance Entitlement. It is never set higher than the Allowance Entitlement.

However, Gross Payment may be set lower than the Allowance Entitlement in two circumstances:

1. When the client requests that his payment be less than the Allowance Entitlement as calculated. In this case, the client is required to sign a request form (Form 13.04-2), and the Gross Payment will be set at the level indicated by the client on this form.
2. When the HAO Director permits an exemption to the occupancy standard (Section 2.07.04) after it has been determined at semi-annual or special recertification that the household's size has increased beyond that permitted for the size of the unit for which payments are being made. In this case, Gross Payment is set at the amount that would have resulted if the Standard Cost of Adequate Housing for the household's previous recorded size had been used in the Allowance Entitlement calculation. The Gross Payment is reset to be equal to the Allowance Entitlement as regularly calculated at the end of the exemption period established by the Director or when the household moves to a new unit, whichever is sooner.

When Gross Payment is to be set lower than the Allowance Entitlement, the amount (determined as indicated above) is entered as the ceiling for payments on Form 13.04-3. The ceiling is stored in the client's automated record. The system compares the ceiling with Gross Payment (GP) as regularly calculated. If the latter is a larger amount, GP is automatically reduced and set at the level of the ceiling. If the regular GP is less than the ceiling, GP rather than the ceiling determines the amount of the payment. The same procedure is performed every time the GP changes for any reason. The ceiling may be changed or removed at any time by using Form 13.04-3.

The Housing Allowance Office
VOIDING ENTRIES LOG

Enr. No. Card Col.	Client ID No. (4-9)	1st 5 Char. Hend Household (10-14)	Orig. Date (MMDDYY) (15-20)	Type Code (21)	Check Number (22-27)	Voiding Date (MMDDYY) (28-33)	Action Code (34)	Comments
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								

TRANSACTION TYPE CODES
 2 - Manual HAO Check
 5 - Automated HAO Check

ACTION CODE
 3 - Void
 4 - Reactivate

The Housing Allowance Office

REQUEST FOR REDUCED PAYMENT

The undersigned participant in the Housing Allowance Program ("Participant"), on behalf of himself and all other members of his household, hereby waives all rights to any housing allowance payments to which he would otherwise be entitled in excess of _____ Dollars (\$ _____) per month. Participant understands that, by signing this form, he shall have no claim to amounts in excess of the above-stated dollar amount for any allowance payments made to him after _____, 19__; Participant may, however, amend this waiver at any time to claim greater or lesser amounts of allowance payment, not to exceed his allowance entitlement, after signing such amendment.

(Date)_____
(Head of Household)

The Housing Allowance Office

GROSS PAY ADJUSTMENT

-
1. CLIENT ID (1-6) 2. TEST-NAME (7-11) 3. EFFECTIVE DATE (12-17) 4. TRANS. CODE (18-19) (20-21)

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5. NAME OF HEAD OF HOUSEHOLD _____

6. CEILING (27-31)

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

per month

7. SIGNATURES

1912

THE STATE OF TEXAS

COUNTY OF DALLAS

Know all men that I, the undersigned, for and in behalf of the State of Texas, do hereby certify that the following is a true and correct copy of the Constitution of the State of Texas, as amended, as the same appears in the public records of the State of Texas, to wit:

ARTICLE I. OF THE CONSTITUTION OF THE STATE OF TEXAS, AS AMENDED.

SECTION 1. The legislative power of this State shall be vested in the Legislature, which shall consist of a Senate and a House of Representatives.

SECTION 2. The Senate shall be composed of one member from each county, to be elected for a term of four years, to begin on the 1st day of January next following their election, and to continue in office until their successors are elected.

SECTION 3. The House of Representatives shall be composed of members elected from each county, to be elected for a term of two years, to begin on the 1st day of January next following their election, and to continue in office until their successors are elected.

CHAPTER 13.00 - PAYMENTS

13.05 - PROCESSING OVERPAYMENTS AND UNDERPAYMENTS

01 - Definition of Overpayments and Underpayments

If a client is paid more than he is entitled to receive according to program rules, the difference between what the client is actually paid and what he is entitled to constitutes an overpayment. If he is paid less than his entitlement, the difference between what is actually paid and his entitlement constitutes an underpayment.

Overpayments and underpayments may occur because the amount of the payment during the period in which the client is authorized to receive payments is not the same as his Allowance Entitlement as defined in Section 13.01.04. They may also occur because payments are suspended too early or too late, determined as follows:

- o Any payment made for any period after the month in which the violation of program rules occurs is an overpayment in the following circumstances: (a) the client is suspended because of living in a housing unit that has not been evaluated and approved, or living in a rental unit without an approved Lease Agreement in effect, or (b) the client is suspended or terminated because of another serious violation of program rules, e.g., fraud. For example, if the client moves to housing that has not been approved on May 15, he is permitted to keep the total amount he receives from the HAO for the month of May, but payments for June or any subsequent month constitute an overpayment.
- o Any payment made for any period after the month in which the effective date of suspension or termination occurs is an overpayment when the client has been suspended or terminated for any other reasons, e.g., being determined ineligible at a recertification. For example, if the effective date of the termination

is May 15, the client is permitted to keep the total amount he receives for the month of May, but payments made for June or any subsequent month constitute an overpayment.

02 - Causes of Overpayments and Underpayments

Overpayments and underpayments may occur because of errors made by the client or the HAO:

Client Error

- o The HAO makes payments based on incorrect information provided by the client.
- o The HAO suspends payments at the wrong time because the client failed to notify the HAO of a change in his circumstances as required, or otherwise violated program rules.

HAO Disbursement Error

- o The HAO makes a clerical error in the issuance of the check.

HAO Allowance Determination Error

- o The client has provided correct information but the HAO makes payments based on staff errors in the determination of eligibility, Allowance Entitlement, or housing unit certification.
- o The HAO suspends or alters the payment amount at the wrong time due to staff error.

03 - Settlement of Overpayments and Underpayments

Repayment by the client to the HAO (in overpayment cases) or by the HAO to the client (in underpayment cases) is required in most, but not all circumstances. Specific rules for settlement are provided in the chart on Page 13.05(4).

04 - Calculating the Amount of the Overpayment or Underpayment

Processing is normally initiated by the staff member who discovers that the overpayment or underpayment has been made, although this task may be assigned to others. The first step is to calculate the amount. This requires collecting information as necessary to determine

(a) total payments actually made to the client during the period in

question and (b) the total the client should have received under program rules.

The latter may necessitate reconstructing information on the client's income, assets, etc., as of a series of past due dates for regular recertification. The HAO may use Recertification Forms as work sheets for this purpose--if so, they should be retained but marked "not to be key-punched." It may also be necessary to send Request for Information Forms to third parties for verification when documentation is not available from the client. However, the HAO should use the best estimate possible based on client assertions, documentation and verification which can be gathered with a reasonable degree of effort. If the amount of the overpayment or underpayment is small, less effort is justified.

In cases where payment errors have occurred over a long period of time, differences over the past 12 months should be documented with the most care. If it can be reasonably determined that payment errors before that time were less than \$10 per month, they need not be calculated in determining the amount of the overpayment or underpayment.

In calculating the payments the client should have received under program rules, adjustments he would have been entitled to under hardship special recertifications may be taken into account where documentation is readily available, as well as adjustments at the time of other regular and special recertifications.

As noted in the rules for settlement (Section 13.05.03) no processing is required for overpayments or underpayments of less than \$1.00 or any underpayments due to client error since they do not justify further administrative expense. For overpayments of \$1.00 to \$9.99, the amounts are too small to justify the cost of collection of repayments from the client, but the case must be recorded. The staff member assigned prepares a form identifying the nature and amount of the overpayment. This form, along with any supporting documentation that has been collected, is placed directly in the client's file. A copy of the form is forwarded to the Financial Management Section, which is responsible for tabulating a report on all overpayments of this type on a monthly basis. In all overpayment cases of less than \$10, other changes are made in client

PROCESSING AND REPAYMENT RULES FOR OVERPAYMENTS AND UNDERPAYMENTS

Case and Size of Total Over/Underpayment	Repayment to/by Client	Processing by Client Services Division	Processing by Finance and Administration Division
<u>CLIENT ERROR OR HAO DISBURSEMENT ERROR</u> Less than \$1.00 \$1.00 to \$9.99 \$10.00 or greater <u>HAO ALLOWANCE DETERMINATION ERROR</u> Less than \$9.99 \$10.00 or greater	No repayment required No repayment required Lump sum or installment required of client No repayment required No repayment required	None GEM Form 11.07-1 placed in client file Initiate processing for client repayment (Form 13.05-1) None Forward analysis form to Finance and Administration Division	None None Complete processing for client repayment None Write-off against HAO Operating Reserve
<u>CLIENT ERROR</u> Any underpayment <u>HAO DISBURSEMENT ERROR OR ALLOWANCE DETERMINATION ERROR</u> Less than \$1.00 \$1.00 or greater	No repayment made No repayment made Lump sum for underpayments made within 2 years	None None Initiate processing for repayment to client (Form 13.05-1)	None None Complete processing for repayment to client

OVERPAYMENTS

UNDERPAYMENTS

records as necessary to assure that the overpayment will not be continued into the future.

Futher processing for other types of cases is defined in Sections to follow.

05 - Processing Overpayments of \$10 or More--Client Error
or HAO Disbursement Error

Staff members calculate, certify and prepare a Debit/Credit Memorandum (Form 13.05-1) with the overpayment amount entered as a Debit to the client, and notify the client of the circumstances and actions required. However, when the overpayment is \$100 or more, the case must be reviewed by HAO management before the client is notified.

Where the client is being suspended or terminated from the program, the HAO demands a lump sum repayment and the full amount becomes due immediately upon notice. The client is notified of the amount due and the requirements for repayment by appropriate language (Form 13.05-2) incorporated in the Notice of Suspension, the Notice of Termination, or a separate letter. The full amount of the overpayment is entered in Item 7a on the Debit/Credit Memorandum and forwarded to Financial Management to determine the amount entered in Item 7b.

When the client is expected to remain in the program, the full amount of the overpayment is deducted from the client's next regular allowance payment (and subsequent payments as necessary until the total has been repaid). A letter is sent to the client to notify him of this arrangement (Form 13.05-3, notice incorporated in Form 11.03-4, or separate letter as appropriate). All reasonable efforts should be made to assure that the client is notified no later than the time of his next allowance payment. The full amount of the overpayment is entered in Item 7a of the Debit/Credit Memorandum. This same amount plus any previous overpayment balance is entered in Item 7b.

The Debit/Credit Memorandum and supporting documentation is then sent to the Supervisor for Certification and Financial Management, who review the facts. When satisfied as to the accuracy of the determination and the action taken, both sign the form and transmit it for processing.

After processing, the signed form with supporting documentation is placed in the client's file and copies of the form are retained for section files as needed.

Some clients may respond that making repayments as specified would create a severe hardship. If so, the matter should be referred to the HAO Director or his designee. His guiding principle in the establishment of repayment requirements should be to maximize the amount of public funds recovered. If he considers that a time-phased repayment plan would best serve this objective, he may establish such a plan with the client. To do so when the client is suspended or terminated, Form 13.05-4 must be signed by the client. In such cases the amount of each installment may be no less than \$10 and the total period of repayment may be no longer than 12 months.

In a repayment plan for a client who is expected to remain in the program, Form 13.05-5 is used. The overpayment is repaid through regular monthly deductions from the client's allowance payments over a period not to exceed 12 months. The full amount of the overpayment is entered in Item 7a on the Debit/Credit Memorandum. The amount entered in Item 7b is the sum of the new overpayment plus any previous overpayment balance divided by the number of months selected for the repayment period.

06 - Procedures for Collecting Overdue Repayments from the Client

The following procedures apply when the client has failed to repay the HAO either the full amount of an outstanding balance or an installment which is a part of an approved repayment plan, according to the due dates specified.

Financial Management regularly prepares a report to the Director on any overdue repayments, as of the first of that month, which includes such information as the client name, client I.D., due date missed, amount due on the due date, total balance due, and other comments on the circumstances of the case, including information on any previous late payments. At this time, Financial Management also attempts to contact the client to remind him that the payment is overdue and ask about plans for payment. If the client is contacted by phone, a letter confirming the call is sent to the

client with a copy to the HAO Director. If the client cannot be reached by phone, a Reminder Notice (Form 13.05-6) is sent with a copy to the Director.

If the client has not paid the amount due by the first of the next month, Financial Management so notes in the monthly report and makes additional attempts to contact the client by phone or letter.

If after the first of the third month the client has not paid the amount due or presented a revised plan for repayment which is accepted by the Director, the Director must take action either to employ an attorney or other outside organization to attempt to collect the amount or to write off the amount as an uncollectable debt. The Director should examine the facts of the case including information about the circumstances before and after suspension or termination to the extent they are known. He should make a judgment as to whether the costs of collection are likely to be justified based on the amount due and the likelihood of eventual recovery. If the amount due is larger than \$50 the Director writes a letter to the files with a justification for his decision.

If the decision is to write off the amount, the case is held in pending for six months. If the client has not paid back the amounts due or reentered the program by that time, the write-off is implemented by using the Refund Log (Form 13.05-7) with the appropriate code. In this case the form is filled out by the Financial Management Specialist and signed by the Director.

If the decision is to make further attempts to collect, the Director arranges for those efforts with HAO staff, a responsible attorney or other organization as represented on a list of organizations for this purpose approved by the Board of Trustees.

07 - Processing Refunds from Clients to the HAO

Clients may make refunds to the HAO for full or partial repayment of outstanding advances or overpayments at any time. Checks received from clients are processed by the Financial Management Section.

When the HAO receives a check from a client, the latest Clients' Accounts Receivable Report (see Section 16.06.04) is consulted and the client's outstanding debit balances are verified. The client may have

an outstanding debit balance for advances, for overpayments, or for both. If the amount of the refund is consistent with these balances, the check is recorded on the appropriate accounting records and also on the Refunds Log (Form 13.05-7), which is used as input to the automated system.

If the client has a debit balance for both advances and overpayments, the refund is used to pay off the balance specified by the client. If the client has not specified which balance he wishes to pay off, the refund is first applied against the overpayment. For example, if the client owes \$50 for advances and \$40 for overpayments and sends a refund for \$60, \$40 of the refund is applied against the overpayment, thus paying it off entirely. The remaining \$20 is applied against the advances.

If the amount of the refund is larger than the debit balances shown in the Clients' Accounts Receivable Report, the client's file is consulted to see if any Debit/Credit memos were filed since the last monthly cycle. If the matter cannot be explained with the information on file, the client is called to find out the reason for the refund.

After a refund is recorded on the Refunds Log, the client is sent Form Letter 13.05-8 to acknowledge the receipt. If a refund is made that is greater than the outstanding balance and the refund is accepted by the HAO, it will be necessary to enter a repayment rate on a Debit/Credit Memorandum to refund the excess amount to the client automatically. A copy of the Refunds Log is sent to Information Services so that it can be entered into the automated payments system.

08 - Processing Overpayments of \$10 or More--HAO Allowance
Determination Error

In these cases the client has been formally notified of his eligibility and the amount of the allowance he will receive, and it is later discovered that due to an erroneous determination or action on the part of the HAO, the client has been paid more than he was actually entitled to under program rules. The HAO will not collect repayments from clients in these circumstances.

The staff member who determines the amount prepares a form identifying the nature, cause and amount of the overpayment. If the error remains in the client's present computer record, he

also prepares a Recertification Form and other materials as necessary to implement the required correction. He then forwards these forms along with supporting documentation to the HAO Director who reviews the case. If the client's Allowance Entitlement is to be changed, the Director, or his designee, contacts the client to apologize for the error and explain the actions that will be taken (unless this has already been done while determining the amount of the overpayment).

The Director then prepares a memorandum indicating the nature of the error and its cause, and the recommended action for the case. The memorandum with supporting documentation is forwarded to the Financial Management Section where the overpayment is written off in HAO accounting records and charged to the HAO Operating Reserve. If the client's present computer record must be changed, the change is implemented as appropriate, and a letter (Form 11.02-2 or 11.02-4 as appropriate) is sent to formally notify the client if his Allowance Entitlement is to be reduced.

The Director also prepares a report on a quarterly basis, itemizing all overpayments of \$10 or more caused by HAO error which occurred during the quarter, and noting actions that have been taken (or are proposed) to prevent the recurrence of similar errors in the future. These reports should be made available for review by the HAO Board of Trustees and HUD.

09 - Extension of Payments Not in Accord With HAO Rules

When a client's payment is reduced after the discovery of an HAO error (as discussed in Section 13.05.06), the client might claim that he had relied on the continuance of allowance payments in amounts he was originally notified he would receive and is, therefore, entitled to additional assistance even though not in accord with HAO rules. A client could make a similar claim when his Allowance Entitlement is reduced due to a change in HAO Program Standards.

Although by the terms of the client's Participation Agreement the HAO is not legally obligated to make any compensating adjustments in situations like these, reasonable arrangements may be made with HUD approval in some cases.

If a client makes such a claim, the matter is brought to the attention of the HAO Director who investigates the circumstances and prepares a report. For an adjustment to be considered, the Director must substantially demonstrate that the client has relied on the HAO's prior notification by a definite change in his economic relationship to the housing market, e.g., obligated himself by increasing his rent expenditures, securing a home improvement loan, incurring moving expenses. In principle, the extent of any recommended adjustment should be the minimum amount that can be reasonably determined as necessary to compensate the client for any losses he might suffer due to his reliance so defined. The form of any arrangement with the client should be an agreement to continue allowance payment at the rate the client was notified he would receive for a limited future period, subject to adjustments during that period as may be appropriate under the application of program rules.

If after preparing the report the Director believes that no adjustment is warranted, he sends the client a letter to that effect. If he believes that an adjustment would be appropriate, he prepares a letter to HUD recommending the action to be taken. The letter (with the report attached) is forwarded to HUD.

If HUD approves, the Director contacts the client and negotiates a document of agreement which must be signed by both parties. Any payments made to the client under such an arrangement in excess of the amount he would be entitled to receive under current HAO rules are charged to the HAO Operating Reserve.

Regular reports will be made to the HAO Board of Trustees on the status of any cases covered under this section beginning at the time letters requesting adjustment are sent to HUD.

10 - Processing Underpayments of \$1.00 or More--HAO Error

When underpayments of this type are recognized, the HAO normally repays the client through the automated system at the time of his next regular allowance payment. In addition to his regular Gross Pay, that check will include a lump sum for the amount of the underpayment minus any collectable outstanding overpayment balance. If, however, the client

has an overpayment balance which is larger than the underpayment, the entire amount of the underpayment will be applied against that balance.

Staff members calculate, certify and prepare a Debit/Credit Memorandum for the underpayment. The full amount of the underpayment is entered in Item 7a (the system will automatically prepare a check and/or adjust the overpayments balance in accord with the desired result indicated in the paragraph above).

The Debit/Credit Memorandum, along with supporting documentation, is reviewed by the Supervisor for Certification and Financial Management. If they approve the transaction, both sign the form and forward the original for keypunching. Copies are retained for section files. A letter (Form 13.05-9) is sent to notify the client of the transaction. After keypunching, the Debit/Credit Memorandum with supporting documentation is returned to the client's file.

Under hardship circumstances the client may be reimbursed for an underpayment by a manual check prior to the next run of the automated system. In these cases, the staff member initiating the action enters the full amount of the underpayment and writes "manual payment required" on the appropriate form. The form with supporting documentation is then reviewed by the Supervisor for Certification and Financial Management. If approved, both sign the form, and Financial Management prepares the manual check. The check is made out for the full amount of the underpayment minus any outstanding overpayment balance. Copies of the check and Debit/Credit Memorandum (if used) are forwarded for keypunching, and the original check is mailed to the client with an explanatory letter (Form 13.05-10). The Debit/Credit Memorandum and supporting documentation are placed in the client's file.

THE HOUSING ALLOWANCE OFFICE
DEBIT/CREDIT MEMORANDUM

1. Name of Head of Household _____

2. Client ID Number (4-9)
 3. Test Name (10-14)
 4. Date (15-20)
 Mo. Day Yr.
 5. Transaction Type (21) 1-Over/Under Bal. Repayment Rate
 4- Write-off
 6. Transaction Serial No. (22-27)
 7. Over/Under Payments:
 a.) Balance Amount (35-29) CR(-) (40)
 b.) Monthly Repayment Amount (41-45) CR(-) (46)
 c.) Write-Off Amount (41-45) CR(-) (45)
 a.) Monthly Repayment Rate (47-51) CR(-) (52)
 b.) Write-Off Amount (47-51) CR(-) (52)
 8. Advances:
 9. Comments: _____
 10. Signatures: _____

The Housing Allowance Office

MODEL LETTER FOR SETTLEMENT OF OVERPAYMENTS--
SUSPENDED OR TERMINATED CLIENT

Dear (Client):

We have found that your household has been overpaid by the Housing Allowance Office by \$ _____ as a result of _____

during the period from _____ to _____.

(Date) (Date)

By the terms of your participation in the Housing Allowance Program, you are obligated to repay this amount in full to the HAO. It is due immediately as of your receipt of this notice.

If you believe this determination is unreasonable, or have any other questions about this matter, please call me at _____.

Sincerely,

The Housing Allowance Office

MODEL LETTER FOR SETTLEMENT OF OVERPAYMENTS--
CONTINUING CLIENT

Dear (Client):

We have found that your household has been overpaid by the Housing Allowance Office by \$ _____ as a result of _____

_____ ,
during the period from _____ to _____ .
(Date) (Date)

By the terms of your participation in the Housing Allowance Program, you are obligated to repay this amount to the HAO. We will collect it by deductions from your allowance payments. (The full amount will be subtracted from your next check.) (The full amount will be subtracted from your next _____ checks. You will receive no checks for the month(s) of _____. The check for the month of _____ will be reduced as necessary to cover the remaining balance. After that you will receive payments as usual under HAO rules.)

If you believe this determination is unreasonable, or have any other questions about this matter, please call me at _____.

Sincerely,

The Housing Allowance Office

MODEL LETTER ESTABLISHING PLAN FOR REPAYMENT OF OVERPAYMENTS--
SUSPENDED OR TERMINATED CLIENT

Dear (Client):

In accordance with your request, I will be able to allow you to repay the amount you owe the Housing Allowance Office on an installment basis.

The total amount you owe is \$_____. You may repay that amount in _____ payments of not less than \$_____ due the first of each month from _____ (Date) to _____ (Date) and a last payment of \$_____ due on _____ (Date).

If you agree to this plan, please sign in the space provided below, and send the signed copy of this letter back to me. Until such time as I receive the signed copy, I must assume that the full amount is due immediately. Please call me if you have any questions.

Sincerely,

I agree to the plan stated above for repaying the money I owe the Housing Allowance Office and will make payments as indicated.

(Signature)

(Date)

The Housing Allowance Office

MODEL LETTER FOR SETTLEMENT OF OVERPAYMENTS--
CONTINUING CLIENT, AMORTIZED REPAYMENT

Dear (Client):

We have found that your household has been overpaid by the Housing Allowance Office by \$ _____ as a result of _____

_____,
during the period from _____ to _____.
(Date) (Date)

We have arranged for you to repay this amount through \$ _____ per month deductions from your monthly payments. The amount of the deduction and the amount remaining to be paid will be shown on your check stub each month. The deductions will start with your next regular check and continue until the full amount has been repaid.

If you have any questions about this settlement, please call me at _____.

Sincerely,

The Housing Allowance Office

MODEL: REMINDER OF OVERDUE REPAYMENT TO THE HAO

Dear (Client):

This is to notify you that we have not yet received your payment of \$_____. Our letter of _____, made it clear that this amount was due to be repaid to the HAO by _____.

(Date)

(Date)

Please either repay this amount to the HAO directly or call me at the HAO to discuss your plans for payment.

Sincerely,

THE HOUSING ALLOWANCE OFFICE
REFUNDS LOG

g. No. Succ. Col.	Client ID No. 4-9	1st 5 Char. Head Household 10-14	Date Rec'd. (MMDDYY) 15-20	Trans. Type Code 21	Refund Number 22-27	Over/Under Refund Amt. 41-45	Advance Refund Amt. 47-51	Total Refund Amt. 53-57	Check Number 58	Head of Household
1				3						
2				3						
3				3						
4				3						
5				3						
6				3						
7				3						
8				3						
9				3						
10				3						
11				3						
12				3						
13				3						
14				3						
15				3						
16				3						
17				3						
18				3						
Batch Totals										

The Housing Allowance Office

MODEL: ACKNOWLEDGMENT OF RECEIPT

Dear (Client):

We acknowledge receipt of your payment to the Housing Allowance Office for the amount of \$_____. This amount will be credited to your account. (With this payment the remaining balance you owe the HAO is \$_____.)

Sincerely,

The Housing Allowance Office

MODEL LETTER TO NOTIFY CLIENT OF ADJUSTMENT TO
AUTOMATED CHECKS DUE TO UNDERPAYMENT

Dear (Client):

We have discovered that there has been an underpayment in your regular allowance payments amounting to \$ _____, which occurred as a result of _____ during the period from _____ to _____.

(Date) (Date)

(You will receive this amount in addition to your regular payment in your next monthly check.) (We will apply this amount to your present overpayment balance of \$ _____. That balance will be paid in full, and you will receive the difference (\$ _____) in addition to your regular payment in your next monthly check.) (We will apply this amount to your present overpayment balance of \$ _____. Your remaining overpayment balance will be \$ _____. We will collect this new balance by deductions from your regular checks, as we have in the past.)

If you have any questions about this matter, please call me at _____.

Sincerely,

The Housing Allowance Office

MODEL LETTER TO ACCOMPANY MANUAL CHECK FOR UNDERPAYMENT

Dear (Client):

We have discovered that there has been an underpayment in your regular allowance payments amount to \$ _____ which occurred as a result of _____

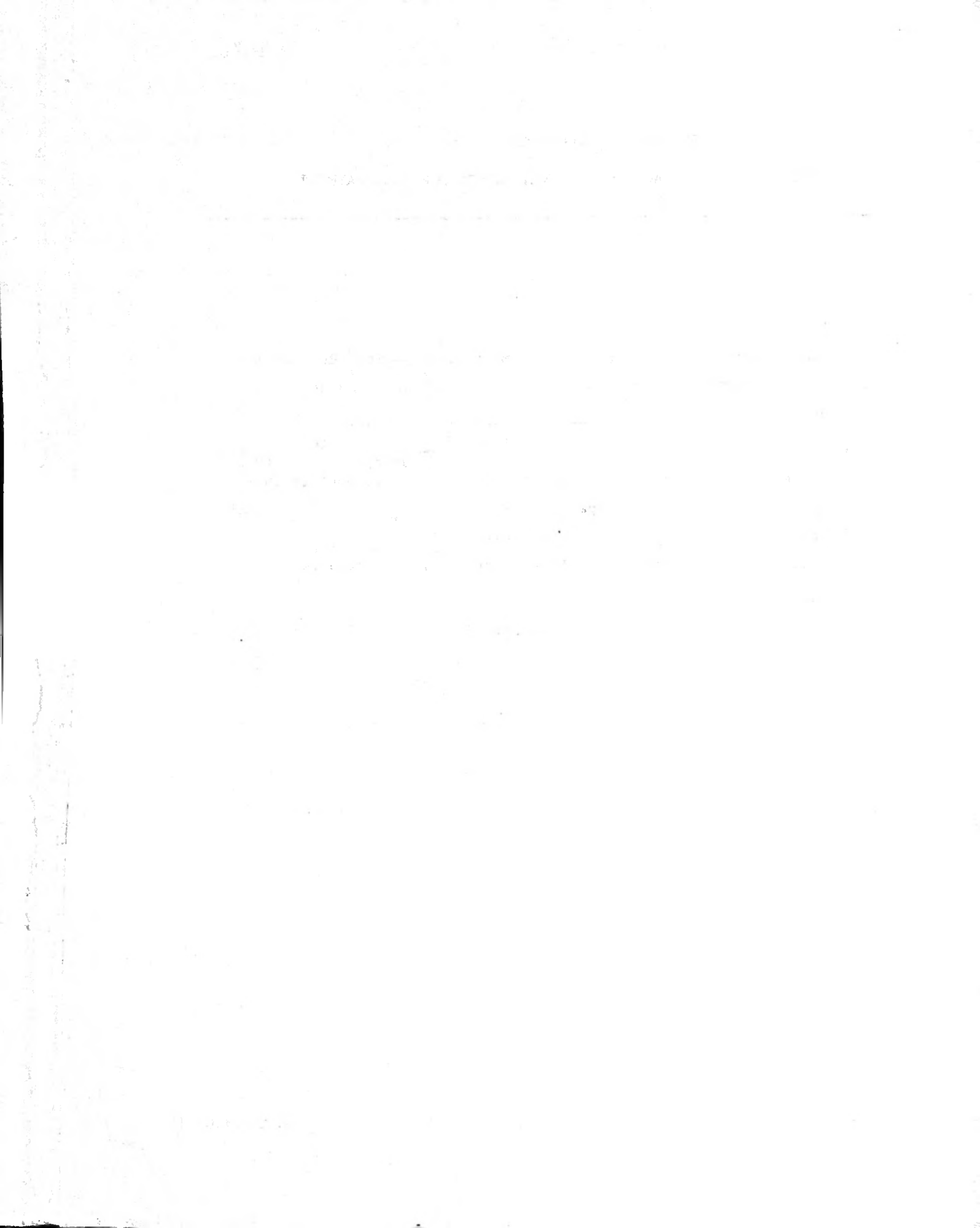
_____ during the period from _____ to _____.

(Date) (Date)

(I have enclosed a check for this amount.) (We have applied this amount against your present overpayment balance of \$ _____. A check for the residual of \$ _____ is enclosed.)

If you have any questions about this matter, please call me at _____.

Sincerely,



CHAPTER 14.00 - APPEALS PROCESS

14.01 - GENERAL DESCRIPTION

01 - Introduction

The appeals process provides a means for the reconsideration of actions by the HAO staff when a client believes he has been unfairly treated by the HAO. The objective of the appeals process is to help insure that the HAO administers the allowance program fairly, uniformly and accurately with due regard for the rights and interests of its clients.

02 - Who May Use the Appeals Process

The appeals process may be used by anyone who has submitted a Preliminary Application to the HAO and is not yet enrolled, as well as anyone who is enrolled in the program. It may also be used by people who have been terminated from the program, although they must ordinarily request a review within twenty working days from the effective date of termination.

03 - Scope of the Appeals Process

Complaints raised for review under the appeals process must relate to the client's participation in the program. Such complaints generally regard determinations about eligibility, the timing or amount of allowance payments, or suspensions and terminations. The following issues may not be reviewed as part of the process:

- o Housing evaluations (a separate process for the appeal of housing evaluation determinations is discussed in Section 12.06.08).
- o The substance of HAO program standards, rules and regulations (appeals most often relate to the application of these standards, rules and regulations, but an appeal requiring a change in standards, rules or regulations may not be made).
- o HAO authorizations of evictions.

- o Landlord-tenant disputes or any disputes between clients and other persons not on the HAO staff.
- o Failures to make any payments or portions of payments because of insufficient Government funding.

04 - Summary of Appeals Process

If a client is dissatisfied with the action or decision of an HAO staff member, he should bring this action to the attention of the staff member involved or another HAO staff member. If the staff member is unable to solve the problem to the satisfaction of the client, the client may appeal the action in question to the HAO Director, who appoints an Appeals Examiner. The Appeals Examiner holds a conference with the client and any involved HAO staff and subsequently renders a decision based on the information presented and discussed at the conference.

If a client believes the decision of the Appeals Examiner to be unfair and wishes to have the matter considered further, he must file a written "Request for Panel Hearing" with the HAO Director. If the client chooses to exercise his right to a panel hearing, the Director notifies the HAO Appeals Review Panel which then schedules a hearing and notifies the client of the time, date and place. While it is the policy of the HAO to honor as many valid requests for a panel hearing as possible, the HAO Director is not obligated to call for a panel hearing where the issue relates to a difference in the housing allowance of less than \$10 per month or a difference in asset evaluation of less than \$1,000 unless the latter affects eligibility.

Before the hearing, the complainant may (during business hours, on prior arrangement) examine any records or documents which the HAO Director or his designee considers appropriate and relevant to the issues to be presented to the Panel. The complainant may be represented at the Panel Hearing by counsel or some other person at his own expense. Upon written consent of the client, this counsel or representative may have the same access to records or documents as does the complainant.

At the hearing, the complainant presents his objectives to the Appeals Examiner's decision, and the HAO presents the basis for its position. The decision reached by the Panel is based upon the facts presented at the

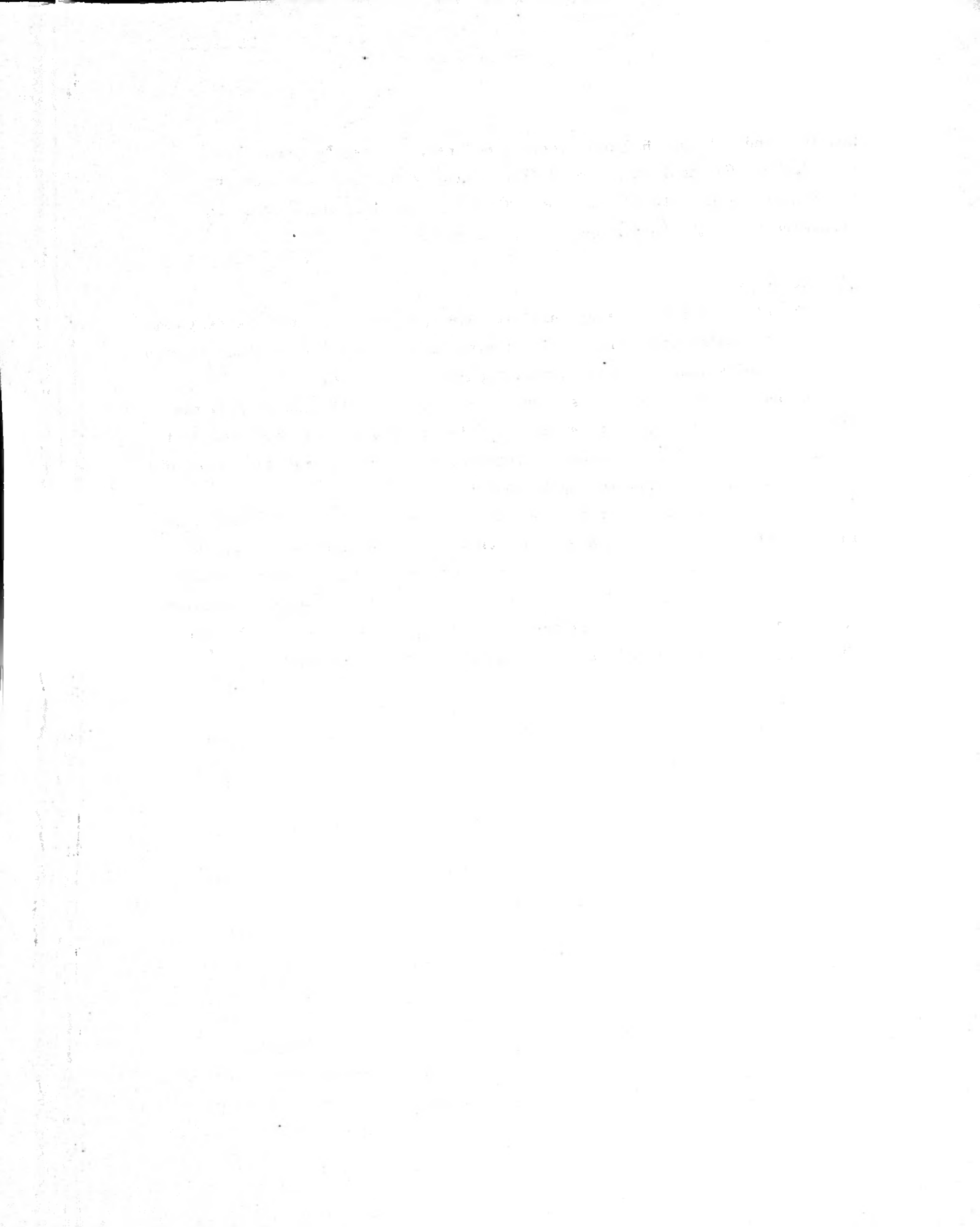
Hearing, and relevant HAO policies, procedures, and regulations. The decision of the Panel is given in writing and is binding only upon the parties to the dispute in question. This decision does not affect the complainant's right to further judicial review.

05 - Staffing

The HAO Director has responsibility for appointing the Appeals Examiner for appeals conferences, and for initiating other substantive actions related to the establishment and operation of the appeals process.

An HAO Appeals Examiner is a member of the HAO staff appointed by the HAO Director and serves in this capacity, in addition to his other HAO duties, for as long as the HAO Director may require. The Director may designate more than one Appeals Examiner to handle appeals.

If the Appeals Examiner assigned to a particular case has participated in the initial HAO decision and/or action which caused the client to make use of the appeals process, or, if in the judgment of the Appeals Examiner or the HAO Director, the Appeals Examiner cannot objectively render a decision, he must disqualify himself from the present proceedings. The HAO Director then appoints a new Appeals Examiner for the particular appeal.



CHAPTER 14.00 - APPEALS PROCESS

14.02 - RESPONSE BY THE OPERATIONS STAFF

01 - Response by the Staff Member With Whom
the Dispute Occurred

It is expected that when a client disagrees with an action or decision of an HAO staff member, he will most often first discuss the problem with that staff member, either at the time the dispute occurs or at a later time. When this happens, the staff member should first attempt to resolve the dispute, explaining program rules clearly to the client. If he believes it would be helpful, the staff member should discuss the matter with any other HAO staff who may be involved or have relevant information. If he has any questions or doubts about the appropriateness of his action, he should seek the advice of his supervisor.

The staff member should then tell the client (immediately or after any internal reviews and reconsiderations he thinks may be called for) that the original action stands or that revised actions will be taken. If at this point the matter has not been resolved to the client's satisfaction, the staff member should inform the client of his right to appeal.

The staff member provides the client with materials describing the rules for the formal Appeals Process and a copy of the Client Appeal Form (Form 4.03-1). He may provide this information by mail with an appropriate covering letter, or in person, followed by a letter confirming notification. In either case, a copy of the letter is placed in the client's file.

The staff member then prepares a memorandum detailing the facts of the dispute for inclusion in the client's file, with copies to his supervisor and HAO management.

THE UNIVERSITY OF CHICAGO

PHYSICS DEPARTMENT

PHYSICS 311
LECTURE 10
SPECIAL RELATIVITY
1. THE GALILEAN TRANSFORMATION
2. THE LORENTZ TRANSFORMATION
3. TIME DILATION
4. LENGTH CONTRACTION
5. RELATIVITY OF SIMULTANEITY
6. VELOCITY ADDITION
7. THE SPEED OF LIGHT
8. MASS-ENERGY EQUIVALENCE
9. THE TWIN PARADOX
10. SPACETIME INTERVALS

PHYSICS 311
LECTURE 10
SPECIAL RELATIVITY

CHAPTER 14.00 - APPEALS PROCESS

14.03 - CLIENT APPEALS CONFERENCE

01 - Filing an Appeal

If a client is dissatisfied with the staff member's treatment of his complaint, he may appeal the outcome to the HAO Director (Form 14.03-1) within twenty working days after receiving notice of such decision. A client must have raised his complaint with at least one HAO staff member prior to filing an appeal.

Accordingly, on receipt of a client appeal, the HAO Director examines the client's file to determine if there is a memo to the files indicating that the client has previously raised his complaint with members of the HAO staff. If there is no such record, the Director contacts relevant staff to verify that there has been no previous complaint raised. If there is no such record and no verification, the HAO Director sends a letter to the complaining client informing him that he must seek to resolve the problem he is raising with the HAO staff member involved or another HAO staff member before the Director can consider an appeal (Form 14.03-02).

02 - Notification of Appeals Examiner

If, upon receipt of a client appeal, the HAO Director determines that there is a previous record of the dispute in question, he promptly notifies an HAO Appeals Examiner by forwarding to him a copy of the appeal, together with any correspondence or documentation he may have regarding the dispute in question.

Upon receipt of the appeal and other documentation forwarded by the HAO Director, the Appeals Examiner promptly examines the appeal to ascertain whether any or all of the issues raised in the client's appeal are proper for appeal (for a list of those issues which are not proper for appeal, see Section 14.01.03 above).

If the Appeals Examiner determines that there are no grounds raised which can be heard by means of the appeals process, he immediately so notifies the client in writing (Form 14.03-3) and so notes in the client's file.

03 - Setting the Appeals Conference

If the Appeals Examiner determines that one or more of the issues raised in the client's appeal is within the scope of the appeals process, he sets a date for conference, to be held no later than 15 working days after such decision. The Appeals Examiner then invites the complaining client (Form 14.03-4) to the conference, noting the grounds on which the appeal is to be discussed, as well as those which cannot be reviewed, stating the reasons for such exclusions. The Appeals Examiner also secures the attendance of any HAO staff members whose presence appears necessary for the resolution of the issues to be reviewed on appeal.

If the client requests a change of time of the conference or a reasonable postponement, he must inform the Appeals Examiner by written or oral notice no later than three working days before the date for which the conference is scheduled. The Appeals Examiner makes every reasonable effort to meet such a request. Except in unusually extenuating circumstances, only one such request is honored for each client appeal. The Appeals Examiner must notify the client that he will no longer have recourse to the appeals process if he exceeds this limit.

04 - Preparation for Appeals Conference

Prior to the conference, the client and/or his representative may, during business hours, upon prior arrangements, review any documents which the HAO Director or his designee considers appropriate and relevant to the case as well as any documentary evidence the HAO staff intends to present at the conference in support of its position. The Appeals Examiner gives the client a list of all HAO staff expected to attend the conference no later than three working days before the date of the conference. If the client intends to bring a representative to the conference or call any other persons as witnesses in support of his position, he must submit a comparable list to the Appeals Examiner by the same date.

05 - Failure of Client to Attend Appeals Conference

If the client fails to appear for a scheduled conference without showing just cause for his absence, and has not contacted the HAO at least three working days prior to the date scheduled for conference to request a change in the date, the Appeals Examiner notifies him that he has waived further right to appeal the issues which were to be presented, and that the HAO action or decision from which the appeal was to be taken shall stand (Form 14.03-5).

06 - Conduct of Appeals Conference

The purpose of the appeals conference is to ascertain all relevant facts concerning the client's appeal, so that the Appeal Examiner can render an informed decision with regard to the issues under consideration. In order to maintain as complete a record of the conference as possible, a member of the HAO staff is assigned by the Director to attend the conference and prepare a written record of its proceedings from which the Appeals Examiner prepares his own summary; this summary is used by the Appeals Examiner in deciding the appeal (see 14.03.07 below), and may be used for the information of the Appeals Review Panel, should the client subsequently refer the Appeals Examiner's decision to the Panel.

The conference is conducted in private, and takes place at the HAO during business hours or at a reasonably convenient hour for the parties concerned. Other arrangements are permissible on mutual agreement of the Appeals Examiner and the client.

The Appeals Examiner conducts the conference in an informal manner. He hears the arguments of both the client and/or his representative and HAO staff with whom the client has the dispute in question. Both the client (and/or his representative) and involved HAO staff may call witnesses, though all parties should attempt to limit witnesses to a reasonable number. The Appeals Examiner and the client and/or his representative may question all parties and witnesses in an informal manner in an effort to clarify the issues and questions raised.

07 - Decision of the Appeals Examiner

The Appeals Examiner prepares a summary of the proceedings of the conference based upon the record prepared by the assigned member of the HAO Director's staff and his own notes promptly after the conference has been held. This summary is sent to the complainant with Form 14.03-6. The complainant then has seven working days in which to send comments on the summary to the Appeals Examiner. Seven days after the summary is sent, the Appeals Examiner renders a decision on the appeal and presents it to the HAO Director for concurrence. He may modify his decision based on the Director's review. When the Director's concurrence has been obtained, the Appeals Examiner then forwards the following, in writing, to the client: (a) a statement of his decision, and the reasons therefor; and (b) a statement as to the actions to be taken as a result of the decision, if any actions are required (Form 14.03-7). He also forwards copies of these materials to the HAO Director and involved HAO staff. The written notice to the client also indicates that, unless the client files a Request for Panel Hearing (Form 14.04-1), the decision is final; a copy of Form 14.04-1 is included with the Appeals Examiner's decision, if such decision holds in favor of the original HAO action.

The Housing Allowance Office

MODEL: CLIENT APPEAL FORM

NAME OF HEAD OF HOUSEHOLD: _____	CLIENT I.D. NO. _____
NAME OF CLIENT: _____ (if different from above)	
ADDRESS: _____ (Street) (City, Town, or Village) (Zip)	
PHONE: _____	
HAO ACTION BEING APPEALED (describe your complaint as fully as you can. If you know the names of HAO staff involved or the dates of the actions you are appealing, give them also): _____	
(ATTACH ADDITIONAL SHEETS IF NEEDED)	
HAVE YOU DISCUSSED THIS MATTER WITH AN HAO STAFF MEMBER?	
YES	<input type="checkbox"/>
NO	<input type="checkbox"/>
IF YOU HAVE NOT DONE SO, PLEASE CONTACT THE STAFF MEMBER WHO TOOK THE ACTION YOU WANT TO APPEAL, OR YOUR CLIENT SERVICES SPECIALIST, BEFORE FILING THIS APPEAL: HE/SHE MAY BE ABLE TO HELP YOU SOLVE YOUR PROBLEM.	
DATE: _____	_____
	(SIGNATURE)

The Housing Allowance Office

MODEL LETTER: REQUEST TO CLIENT TO SEEK APPEALS RESOLUTION

Dear (Client):

We have received your request for review of your problems regarding _____

We have asked _____ to help you resolve this problem. He will contact you shortly. If you are not satisfied with the resolution that he suggests, please contact my office.

Sincerely,

The Housing Allowance Office

MODEL LETTER: NOTICE TO CLIENT THAT APPEALS EXAMINER HAS FOUND
NO PROPER ISSUES FOR APPEALS REVIEW

Dear (Client):

I have reviewed your appeal, dated _____, concerning _____

on behalf of the Director of the HAO. While we are anxious to resolve any problems you may have concerning your participation in the Housing Allowance Program, we cannot solve the problems you have raised through our appeals process. As we have explained in the *Participation Manual* (INSERT APPROPRIATE LANGUAGE CONCERNING PARTICULAR CRITERION BY WHICH CLIENT COMPLAINT IS BEYOND SCOPE OF APPEALS PROCESS.) If you have any further questions about your problem, please feel free to call me at _____ (phone) or send a letter to me at the HAO at _____ (address)

Sincerely,

Appeals Examiner

The Housing Allowance Office

MODEL LETTER: NOTICE TO CLIENT OF APPEALS CONFERENCE

Dear (Client):

I have set a conference to discuss your appeal concerning _____

for (day and date) _____ at (time) _____ o'clock (a.m./p.m.) at
 the HAO, _____ (address) _____. (IF ANY ISSUES HAVE
 BEEN EXCLUDED FROM APPEAL, ADD A SENTENCE BEGINNING "We will not be able
 to discuss _____ (excluded issue) _____ at that time because
 _____ (explanation) _____.") If that date or time is not
 convenient for you, please phone me at _____ (phone) _____, and we can try
 to arrange something more convenient for you: please be sure to call at
 least three days before the conference date if you need to change it. If
 you miss the conference and do not contact us, you may jeopardize your
 right to further appeal.

You may bring someone with you at your own expense to the hearing to
 represent you (such as an attorney) if you wish. If you are going to bring
 a representative or any other persons who will help you, please call or
 write to give me their names no later than three days before the conference.
 A list of the HAO staff members who will attend the conference is attached
 to this letter. If you and your representative wish to review any HAO
 records concerning your problem before the conference, please phone me at
 the number above to arrange to come into the HAO to see them.

The conference is not a formal hearing. We will discuss the problem
 you have raised in an effort to solve it as easily as possible. You
 will have the opportunity to question HAO staff about your problem, and
 I will try to get all the facts straight. After the conference,

NOTICE TO CLIENTS OF APPEALS CONFERENCE (Continued)

I will write up a report summarizing the conference and send a copy to you for your review. Then I will make a decision on your complaint. After agreement by the HAO Director, I will send you a copy of the decision. If you are not satisfied with my decision, you will be able to request a hearing by a panel made up of members of the community.

If you have any questions, or wish to change the conference date, please call me.

Sincerely,

Appeals Examiner

The Housing Allowance Office

MODEL LETTER: NOTICE TO CLIENT WHO HAS FAILED TO
ATTEND APPEALS CONFERENCE

Dear (Client):

As I notified you by letter on (date of writing of Form 14.03-4), I scheduled an appeals conference for (day, date, time of scheduled conference), to discuss your problem concerning (subject of appeal) _____ . According to our records, you did not attend the conference, nor have you notified me of the reasons for failing to attend. As a result, you can no longer appeal this problem through the appeals process of the HAO. The HAO action which was the subject of your appeal will stand.

If you have any further questions relating to this issue, please call me at (phone) _____ .

Sincerely,

Appeals Examiner

The Housing Allowance Office

MODEL LETTER: COVER LETTER FOR APPEALS EXAMINER CONFERENCE
SUMMARY SENT TO CLIENT

Dear (Client):

Enclosed is a copy of my summary of our appeals conference, held on _____ (date) _____, to discuss your problem concerning _____ (subject of conference) _____.

I will base my decision of your appeal on the summary.

The summary is based on a report written by a member of the HAO Director's staff who attended the hearing as well as my own notes from the conference. If you think some of the information is wrong, or that I may have left something that happened at the conference out of the summary, please send me your additions or corrections at the HAO, no later than (seven working days from date of this letter). If I receive your comments by then, I will consider them in making a decision on your appeal; I will notify you in writing of the result of your appeal promptly after that date.

If you have any questions about the summary or your appeal, please call me at _____ (phone) _____.

Sincerely,

Appeals Examiner

The Housing Allowance Office

MODEL LETTER: APPEALS EXAMINER DECISION

Dear (Client):

After considering your problem regarding _____

_____ which we discussed at a conference on _____ (date of conference) _____, I propose to resolve the matter as follows: _____

OPTIONAL: (USE ONLY IF APPEAL IS DECIDED AGAINST THE CLIENT)

If you are not satisfied with this resolution, you may request a hearing from the Housing Allowance Program Appeals Review Panel by completing the attached Request for Panel Hearing and returning it to the HAO by mail or in person.

If you wish, you may be represented at your hearing by an attorney of your choice (at your expense) or by some other person. Your representative may help you fill out the Request for Panel Hearing.

If we do not receive the enclosed form by _____ (20 working days from date of letter) _____, the resolution suggested above will become final.

If you request a hearing, you and your representative may inspect any documents which the HAO Director or his designee considers appropriate and relevant to the issue at the HAO office.

APPEALS EXAMINER DECISION (Continued)

Please remember that if you wish to request a hearing you must do so by (20 working days from date of letter) .

If you have any questions concerning this resolution, please call me at _____ .

Sincerely,

Appeals Examiner

Concurrence

HAO Director



CHAPTER 14.00 - APPEALS PROCESS

14.04 - FORMAL APPEALS REVIEW PROCESS: APPEALS REVIEW PANEL HEARINGS

01 - Filing of Request for Hearing

If a client is dissatisfied with the outcome of the conference conducted by the Appeals Examiner, he may file a Request for Panel Hearing (Form 14.04-1) by the HAO Appeals Review Panel.

After receiving a Request for Panel Hearing, the staff of the HAO Director's office immediately checks the form for completeness and stamps it with the date of receipt. In most cases the staff then:

- o Returns one stamped copy to the complainant with a letter indicating that the HAO Director is arranging for a hearing.
- o Notifies the Chairman of the Appeals Review Panel of the filing and recommends a date, time and place for the hearing.
- o Forwards to the Chairman of the Panel five copies of the Request for Panel Hearing and of the Appeals Examiner's summary of the appeals conference, his decision and any materials received from the complainant in connection with his appeal--all for distribution to the Panel members.
- o Notifies the Appeals Examiner of the client's Request for Panel Hearing.

If the issue at hand relates to a difference in the allowance payment of less than \$10 per month or a difference in asset evaluation of less than \$1,000, unless the latter affects eligibility, the HAO Director may decide that a panel hearing should not be held. If so, his staff notifies the complainant of this decision in writing.

If the complainant has not filed a Request for Panel Hearing within twenty working days after the Appeals Examiner sent the complainant written notice of his decision, the Appeals Examiner's decision of the appeal becomes final.

02 - Scheduling the Hearing

When the HAO Director receives a Request for Panel Hearing he notifies the Panel Chairman. Generally, the hearing is scheduled to take place within ten working days of the Director's receipt of the Request. The Chairman sets the date, time, and place of the hearing, and notifies the complainant (Form 14.04-3) by registered mail or personal delivery, and sends copies of the notice to the HAO Director and to the other Panel members. If the client did not file the Request within twenty working days of the Appeals Examiner's notification to the client of the Appeals Examiner's decision, the Director sends Form 14.04-2 to the client informing him that the Request for Panel Hearing cannot be considered.

03 - Composition and Selection of Appeals Review Panel

The Appeals Review Panel consists of five members who review disputed issues brought before them by the HAO Director on request of an HAO client. The members of the panel are selected by the HAO Director. Candidates are individuals who have been active in local housing and community development issues and who would be sensitive to the needs of the eligible population and fair in their review and judgment on issues likely to come before the panel. The HAO Director selects five members to sit on the panel. All five members serve for a period of time as designated by the HAO Director.

04 - Panel Chairman and Vice Chairman

Before the first meeting to hear complaints, the Panel elects a Chairman and Vice Chairman from among its members. The Appeals Review Panel Chairman has responsibility for convening the hearing, informing the Panel members and the complainant of the time and place of the Panel hearing, presiding over all Panel hearings, and writing Panel decisions. If the Chairman is absent from a hearing, the Vice Chairman acts as Chairman for the hearing. If both officers are absent the Panel chooses an Acting Chairman for purposes of that hearing.

05 - Quorum for Panel Proceedings

Panel hearings may not be held nor may other Panel business be conducted without the presence of at least three Panel members. In the event of absences of particular Panel members for more than two consecutive Panel proceedings or for more than three out of any given five Panel proceedings, the HAO Director may designate other persons to replace those members.

06 - Remuneration of Panel Members

Panel members may be reimbursed for expenses related to their attendance at hearings as may be approved by the HAO Director. No remuneration is given for other Panel meetings, including deliberations regarding hearings attended.

07 - Panel Conflict of Interest

Panel members may not hear or participate in the decision of any complaint that relates directly to their own participation in or other involvement with the allowance program. In the event that this policy results in the impossibility of a quorum to hear a particular complaint, the HAO Director may select sufficient temporary Panel members to provide a quorum.

08 - Preparation for Hearings

The complainant and/or his representative may (during business hours and upon prior arrangement) examine before the hearing any document the HAO Director or his designee considers appropriate and relevant to the case, the Appeals Conference record and any HAO rules and regulations.

If the complainant so desires, he may be represented by counsel for Panel hearings, at his own expense.

09 - Conduct of Hearings

All hearings are conducted in an informal manner. The hearing is private. The Appeals Examiner or any other HAO staff member designated by the Director shall represent the HAO at the hearing.

If the complainant cannot appear for the hearing as scheduled, he must contact the HAO no later than three working days before the scheduled hearing, and the Panel will postpone it for a reasonable period (normally no more than five working days). If the complainant does not appear for the scheduled hearings and has not requested a postponement, the Appeals Examiner's decision stands, and the complainant is so notified by letter (Form 14.04-4).

At the hearing, the complainant is required to sustain the burden of proving that the decision of the Appeals Examiner was incorrect. The complainant and the HAO may each present witnesses, documentary evidence and arguments, dispute evidence relied on by the other, and confront and cross-examine all witnesses on whose testimony or information the other relies. Any oral or documentary evidence may be received by the Panel without regard to whether or not that evidence would be admissible under rules of evidence employed in judicial proceedings. The scope of evidence accepted is limited, however, to facts and issues raised by the complainant and the HAO staff rebuttal.

Appropriate records of the proceedings, in the form of minutes, are kept by a member of the HAO staff designated by the HAO Director. The Appeals Chairman must approve these minutes before distribution. Copies of these minutes are distributed promptly after the hearing to all parties in attendance and to Panel members who may have been absent.

The Housing Allowance Office

MODEL: REQUEST FOR PANEL HEARING

Name of Head of Household _____

HAO Request No. _____ Client I.D. No. _____

Date _____

Name _____ (If different from above).
(First) (Middle Initial) (Last)

Address _____
(Street No.) (Street)

_____ (City/Town)

_____ (State) (Zip)

I hereby request a hearing by the Housing Allowance Program Appeals Review Panel regarding the following matter (describe the problem in as much detail as possible, including dates of HAO actions, staff involved, address of any housing unit involved, etc.):

(Attach additional sheets if necessary)

The Housing Allowance Office
REQUEST FOR PANEL HEARING (Continued)

Solution requested (if known):

I understand that the Housing Allowance Program Appeals Review Panel will notify me promptly of the date and place scheduled for the hearing.

I understand that I as complainant have the responsibility of proving that the decision of the Appeals Examiner was incorrect.

I also understand that I may be represented at this hearing either by an attorney (at my expense), or by someone else, and that, prior to the hearing, I and my representative may review the Appeals Conference record, HAO rules and regulations and any document I have filed or prepared that the HAO Director or his designee considers appropriate and relevant to this appeal.

(Signature)

The Housing Allowance Office

MODEL LETTER: NOTICE TO CLIENT OF LATE FILING OF REQUEST
FOR PANEL HEARING

Dear (Client):

We have received your Request for Panel Hearing for your problem concerning _____ (ground for appeal)

As stated in the *Participation Manual* and in the letter from the Appeals Examiner dated _____ (date of Examiner's decision letter), in order for your request to be considered, it was necessary for your request to have been received by (20 working days after Examiner's letter). Because your Request was received after that date, it will not be possible to appeal the Appeals Examiner's decision to the Appeals Review Panel. Therefore, the decision described in his letter must stand.

If you have any questions about your appeal, please phone the Appeals Examiner, (name of Examiner), at (phone).

Sincerely,

The Housing Allowance Office

MODEL: NOTIFICATION OF HEARING

 HAO Request No. _____ Client I.D. No. _____

Date _____

Name _____
 (First) (Middle Initial) (Last)

Address _____
 (Street No.) (Street)

 (City/Town)

 (State) (Zip)

Description of Appeal: _____

Your hearing has been scheduled with the Appeals Review Panel on
 _____ at _____ o'clock a.m./p.m. at _____.
 (date) (time) (location)

If you cannot appear for this hearing, see me at _____
 (address)

or call _____ at least three working days before the date
 (phone)

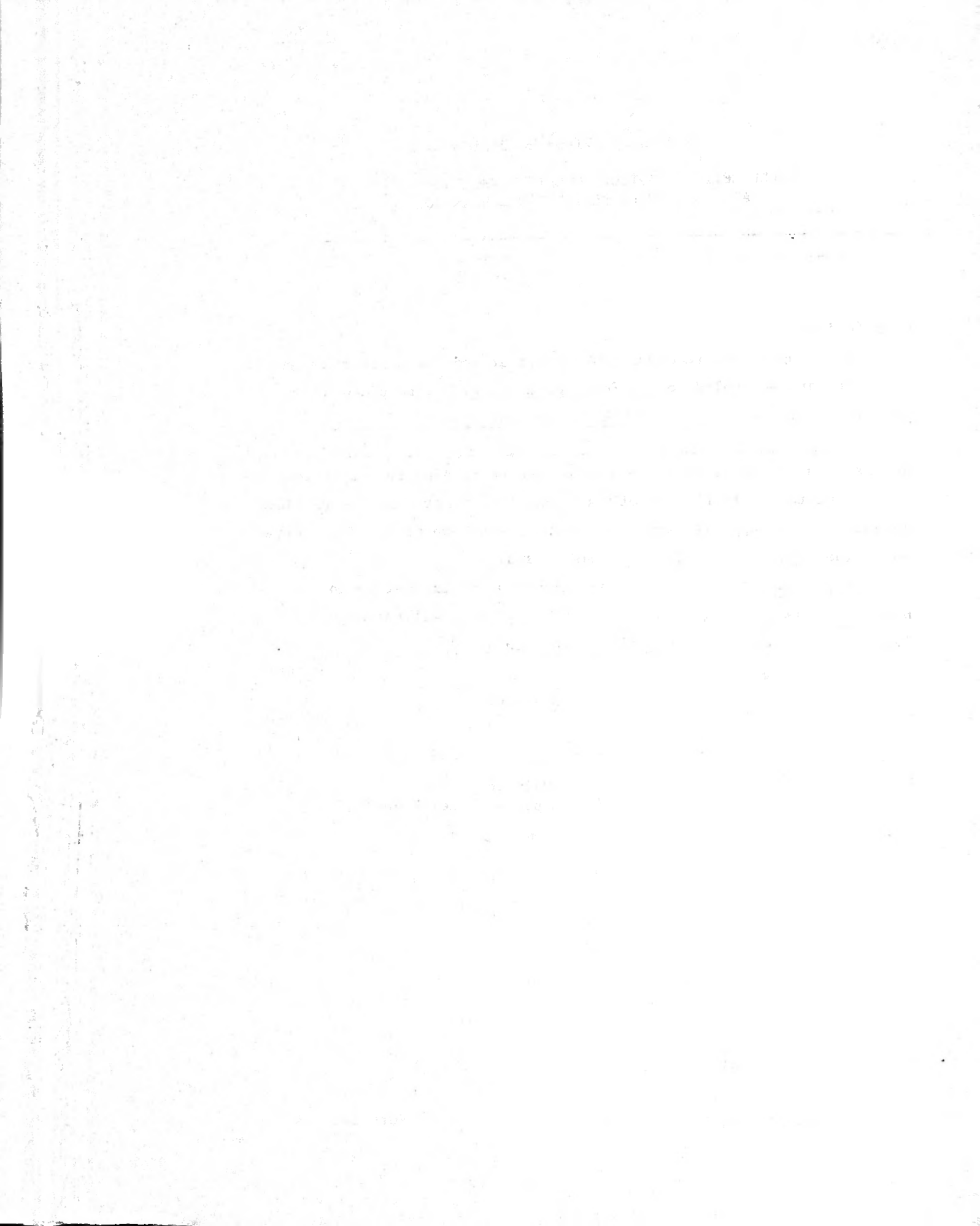
set for the hearing, and the Panel will reschedule it and notify you.
 If you do not appear and have not contacted us, the previous ruling of
 the Appeals Examiner will stand. If you have any questions, please
 call the telephone number above.

Sincerely,

Chairman
 Appeals Review Panel

cc: HAO Director
 Panel Members

Form 14.04-3



CHAPTER 14.00 - APPEALS PROCESS

14.05 - PANEL DECISION AND APPEALS

01 - Decision of the Panel

After consideration of all facts presented, as well as appropriate HAO rules and regulations, the Panel reaches its decision by voice vote or show of hands in an informal closed meeting or by written ballots submitted to the Panel Chairman. A majority of those present must approve the decision. In the case of a tie vote, the decision of the Appeals Examiner stands. No Panel members absent from a particular hearing may take part in a decision based on that hearing.

After the decision is reached, the Panel prepares its written decision, including a statement of findings and conclusions and the reasons or basis therefor, regarding all material issues raised by the parties. The Panel Chairman has responsibility for writing the decision of the Panel but may delegate such responsibility to any other Panel member who attended the hearing. This is done within a reasonable time after the date of the hearing (generally five working days). Copies of the written decision with a cover letter (Form 14.05-1) are mailed or delivered to the parties involved and their representatives, and a copy is forwarded to the HAO Director.

02 - Effect of the Decision

If the decision of the Panel is in favor of the complainant, the HAO Director promptly takes all actions necessary to carry out that decision. If he determines that the Panel has acted arbitrarily or exceeded its authority, he submits a written report stating the basis for his judgment to the HAO Board Chairman. If the Chairman of the Board of the HAO agrees, he promptly submits a request for a review of the decision by the U.S. Department of Housing and Urban Development. He simultaneously notifies the complainant of his request to HUD by mailing him a copy, and will,

upon request of the complainant, promptly forward any response by the complainant to HUD. If the Chairman of the Board does not agree, the decision of the Panel is final.

If HUD determines that the Panel has acted arbitrarily or exceeded its authority, it so notifies the HAO Board Chairman in writing, modifying the Panel's decision to the extent necessary. Likewise, if it believes the Panel did not act arbitrarily or exceed its authority, it shall so notify the HAO Board Chairman in writing. In either case the Board Chairman forwards copies of HUD's letter to the complainant, the members of the Panel and the HAO Director.

03 - Complainant Appeals of Hearing Panel Decision

A decision by the Panel that is in favor of the HAO, including any modifications in a Panel decision which have been made by HUD under the provisions of 14.05.02, above, does not affect any rights the complainant may have to judicial review.

04 - Payment Status During Appeals Process

If the complainant received allowance payments before he filed an appeal with the Director, payments are continued at a level determined by the HAO in accordance with program standards until appeal is completed; subsequent continuation of payments is determined by the outcome of the appeal in question.

If the dispute is over improper use of allowance payments or other charges which the HAO claims are due, the HAO Director may order a suspension of payments, pending the resolution of the appeal.

The Housing Allowance Office

MODEL LETTER: APPEALS PANEL DECISION

Dear (Client):

Enclosed is a copy of the decision of the Housing Allowance Program Appeals Review Panel, which heard your appeal regarding _____

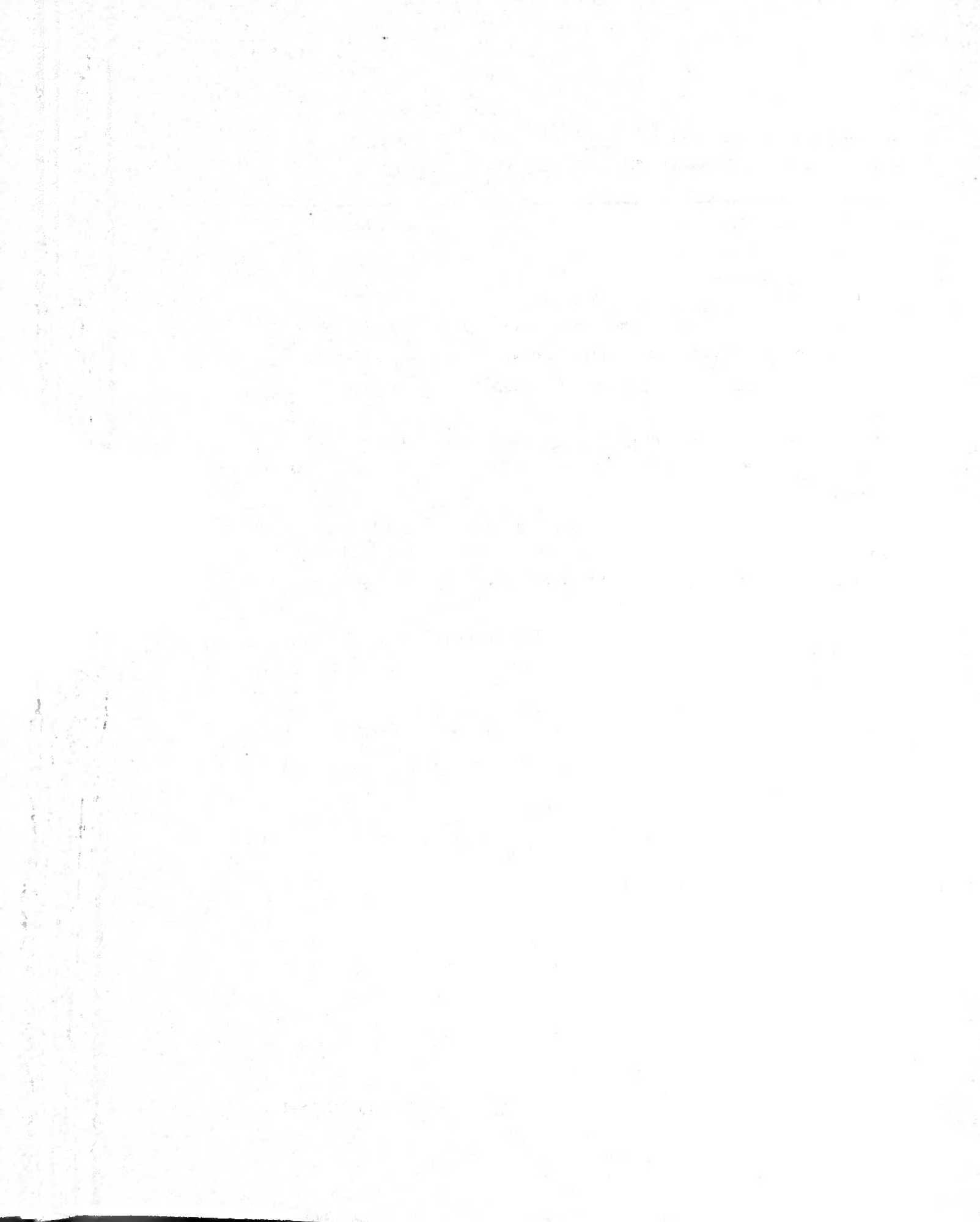
(subject of appeal)

at a hearing on (date of hearing) . Included in the decision is a statement of the actions to be taken by the HAO to implement this decision.

If you have any questions regarding this decision or your participation in the Housing Allowance Program, please call your Appeals Examiner, (name of Examiner) , at (phone) .

Sincerely,

Chairman
Appeals Review Panel



CHAPTER 15.00 - SUSPENSION AND TERMINATION

15.01 - GENERAL DESCRIPTION

01 - Introduction

Suspension is the process by which payments to an authorized recipient are stopped on a temporary basis, due to an infraction of HAO rules. Reactivation is the removal of a suspension, i.e., the initiation of regular payments again when all requirements for the removal of the suspension have been met.

Termination is the process by which a client's participation in the housing allowance program is ended either voluntarily, at the client's initiative, or involuntarily, at the initiative of the HAO. Termination may apply to any clients who have signed a Participation Agreement, either before or after they have begun receiving allowance payments. (It therefore does not apply to anyone who has submitted a Preliminary Application but has not yet signed a Participation Agreement.)

Reinstatement occurs when a terminated client has once again met all of the requirements for enrollment in the program and signs a new Participation Agreement. In these cases, the client is assigned the same Client I.D. Number used during previous participation and all prior records are carried forward. A reinstated client is not automatically authorized for payment even if the household was receiving payments before termination. As with enrollees, payments are authorized only when, and as long as, program housing requirements are met.

This chapter defines HAO policies and procedures relating to these four types of administrative actions. Relevant administrative objectives are:

- o To detect justifiable causes for suspension and termination quickly and efficiently.
- o To be fair to the client in processing suspensions and terminations, providing appropriate notice with a clear explanation of

the reasons for the proposed action, providing reasonable time for the client to correct the cause where applicable, and providing adequate information on the use of the HAO Appeals Process.

- o To process approved suspensions, terminations, reactivations and reinstatements in an orderly but expeditious manner in order to avoid error and minimize administrative cost.

02 - Suspension

Suspension is warranted when a client household fails to fulfill its obligations as a participant as defined in the Participation Agreement. Specifically this may include:

- o Causes related to the recertification of eligibility: Failure to provide information as the HAO may require for recertification. Failure to provide accurate information when information is given to the HAO. Failure to permit the HAO to verify such information.
- o Causes related to program housing requirements: Failure to reside in housing that has been evaluated and approved specifically for the client. Failure to permit the HAO to evaluate the client's housing unit.
- o Causes related to the program Lease Agreement (renters only): Failure to enter into an HAO approved Lease Agreement for each unit in which the household resides as a participant and to have such an agreement in effect at all times. Failure to notify the HAO when the rent or responsibilities for utilities under an existing Lease Agreement have been modified.
- o Causes related to housing expense requirements: Failure to spend an amount for housing expenses in any six-month period at least equal to the allowance payments the client received during that period.
- o Causes related to overpayments: Failure to return to the HAO any amounts the client receives in excess of the amounts they are entitled. Failure to repay advances in accordance with the terms specified.

- o Causes related to Participation Agreements: Failure to enter into a new Renter Participation Agreement or Homeowner Participation Agreement as appropriate when the client changes tenure. (Clear refusal to do so is the equivalent of a voluntary termination.)
- o General causes: Failure to abide by the standards of the allowance program.

03 - Reactivation

Reactivation occurs when a suspended client corrects the original cause(s) for suspension applicable to the case, and there are no other currently applicable reasons to continue the suspension. For example, if the household has been suspended due to failure to permit the HAO to evaluate its housing unit, reactivation does not occur until the approval of the unit has been processed.

04 - Voluntary Termination

As stated in the Participation Agreement, a client household may withdraw from the program and terminate its agreement at any time merely by notifying the HAO of its decision to do so. When the HAO is so notified, a staff member will attempt to discuss the decision with the client in order to determine the reasons and to seek to resolve any problems. When the client's decision is firm, however, the request for termination is processed expeditiously.

05 - Involuntary Termination

There are two basic grounds for involuntary termination by the HAO as established in the Participation Agreement:

- o When a change in the household's place of residence, composition, income or assets has made it no longer eligible for the program in accord with program standards.
- o When a household has failed to fulfill its obligations as a participant as defined in the Participation Agreement.

The latter condition, therefore, includes grounds for suspension as enumerated in Section 15.01.02. Normally if one or more of those causes exist, the client is suspended first, and if the cause for suspension is not corrected within a reasonable period of time, the client is terminated.

Two special cases should be noted. First, if the client is suspended because of failure to reside in housing that has been evaluated and approved or failure to keep and HAO approved Lease Agreement in effect, the client is never terminated on those grounds. (In such cases, after a prolonged suspension, clients often fail to recertify and are terminated for that reason.) Second, if a client is suspended for providing inaccurate information to the HAO and the client subsequently provides the correct information, this is not sufficient to cause reactivation if the matter is being examined as a case of possible fraud. Reactivation occurs only when and if it is determined that there are insufficient grounds for pursuing criminal action or the client is found not guilty. The client is terminated if found to be guilty of fraud.

06 - Reinstatement

The reinstatement process begins when a terminated client contacts the HAO to request reinstatement. The process usually requires a full interview, similar to the enrollment interview, to determine if the client is once again eligible, to determine the amount of the allowance entitlement if so, and to execute a new Participation Agreement. In some cases, however, when a client has been terminated for failure to complete recertification requirements and the client requests reinstatement a short time thereafter, reinstatement may be made without the additional full interview.

CHAPTER 15.00 - SUSPENSION AND TERMINATION

15.02 - PROCESSING SUSPENSIONS AND REACTIVATIONS

01 - Processing Suspensions

Procedures leading to the discovery of a cause for suspension are described elsewhere in the Handbook. Those related to the recertification of eligibility and housing expense requirements are discussed in Chapter 11.00. Those related to program housing requirements are discussed in Chapter 12.00. Those related to overpayments are discussed in Chapter 13.00. These chapters also define the required warnings about suspension and termination that must be given to clients in each circumstance in those areas.

In all cases the client is notified of the suspension by letter. The letter must: (1) notify the client that payments will be suspended, stating the effective date, (2) explain the reason for the suspension, (3) explain what the client must do to correct the circumstance so as to cause reactivation, (4) (where applicable) remind the client of rights under the HAO Appeals process, and (5) (where applicable) warn the client that termination will occur if corrective action is not taken within a reasonable period--the exact period must be specified in the letter and in no case shall be less than two weeks from the effective date of the suspension. The HAO Director may require that some or all such letters be approved by a Supervisor before they are sent to the clients.

When the appropriate warnings have been sent to the client and the specified waiting periods have elapsed, the suspension is initiated by making appropriate entries in the Payments Suspension/Reactivation Log (Form 15.02-1). The form may be initiated by the staff member that identifies the cause for suspension and/or by a Specialist generally assigned to handle suspension processing. In the latter case the Specialist initiates suspension only upon receipt of adequate documentation from the staff member that identified the cause. The staff member who initiates the form must assure the retention of documentation that supports the suspension as may be required for subsequent review of the action.

Completed forms are forwarded for keypunching and entry into the data system. When the transaction is entered, the system will automatically stop further payments until instructed to reactivate. Copies of all forms may be forwarded for the records of the staff section responsible for payment authorizations. As an alternate procedure, the HAO Director may require that keypunching for some or all forms be held up until an HAO Supervisor reviews and approves them for data entry. An HAO Supervisor may spot check forms from time to time in relation to the documentation supporting suspension.

02 - Processing Reactivations

When the client has taken corrective action sufficient for reactivation, appropriate reactivation entries are made on the Payments Suspension/Reactivation Log (Form 15.02-1). This is done either by the staff member who documents the corrective action or by a Specialist generally assigned to handle reactivation processing. The staff member who initiates the form must assure the retention of documentation to support the reactivation as may be required for subsequent review of the action.

Completed forms are forwarded for keypunching and entry into the data system. When the transaction is entered, the system will automatically reinitiate the printing and mailing of regular payments to the client. Copies of all forms also may be forwarded for the records of the staff section responsible for payment authorizations. As an alternate procedure, the HAO Director may require that keypunching for some or all forms be held up until an HAO Supervisor reviews and approves them for data entry. An HAO Supervisor may spot check forms from time to time in relation to documentation supporting reactivation.

CHAPTER 15.00 - SUSPENSION AND TERMINATION

15.03 - PROCESSING TERMINATIONS01 - Initiating Voluntary Terminations

When a written or oral request from a client to terminate from the program comes to the HAO, the staff member attempts to discuss the reasons for the request, to make sure the client understands the consequences of termination, and to resolve any problems that can be resolved.

If after this discussion the client still wishes to terminate (or if after a reasonable period of time it has not been possible to contact the client), the staff member proceeds as follows:

- o A Termination Form (Form 15.03-1) is filled out and forwarded for Termination Review. (The HAO Director designates one staff member of the rank of Supervisor or higher to be responsible for all termination reviews.)
- o Immediately thereafter, if the client's request was not written, a letter is sent to the client to confirm that the request was made and that it was received by the HAO. (While it is preferred that the client submit a written request for termination, the HAO may accept an oral request if this written confirmation procedure is followed.)

02 - Initiating Involuntary Terminations

When termination is warranted due to ineligibility, the client is notified of the timing of termination as a part of the recertification process in which ineligibility is determined (see Chapter 11.00). A Termination Form is filled out and forwarded for Termination Review at the appropriate stage in that process.

When termination is warranted for other reasons, the client's payments normally will have been suspended. A control system is maintained on all categories of suspension cases that would normally lead to termination so that the staff will take note at the time the termination warning

period has elapsed without corrective action on the part of the client. When this occurs, a Termination Form is filled out and forwarded for Termination Review.

03 - Termination Review and Subsequent Processing

In the Termination Review, the level of examination varies depending on the cause for termination. In routine cases, only spot checks may be required. In special circumstances more thorough examination may be warranted including checking of facts and documentation with the staff member that initiated the Termination Form and with the client. If the matter is an active case in the HAO Appeals Process, the Termination Form is held in a pending file until the Appeals case is resolved. Approved Termination Forms are signed by the reviewer and forwarded for keypunching and entry into the data system. (Copies are sent to other staff sections as may be appropriate to notify them of the action.)

Entry of the termination transaction into the data system automatically terminates the client from the program. The termination reviewer is responsible for checking as necessary to assure that the appropriate terminations have been processed. After processing, the original Termination Form is returned to be placed in the client's file in central records.

The Housing Allowance Office
 TERMINATION FORM

PART I - IDENTIFICATION

1-6 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	7-11 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	12-17 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	13-19 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	31=Termination 33=Correction
Client I.D.	Test Name	Effective Date	Usage	

Head of Household MA per Mo. \$.....

Residence Address Payment Rec'd Y N

.....

Mailing Address Renter Y N

..... Elderly Y N

PART II - TIMING/CIRCUMSTANCE (KP Col.22) (Circle Number)

- | | |
|-----------------------------------|-----------------------------------|
| 1 Semi-annual Recertification | 6 Error in Original Applic. |
| 2 Annual Recertification | 7 Error in Recertification |
| 3 Special Recertification | 8 Other, before first Semi-annual |
| 4 Verification - Original Applic. | 9 Other, after first Semi-annual |
| 5 Verification - Recertification | |

PART III - REASON FOR TERMINATION (KP Col.23 - KP circled letter only) (Circle one letter as primary reason - check one or more boxes as secondary reasons if client indicates)

<u>INV.</u>	<u>VOI.</u>	
A <input type="checkbox"/>	K <input type="checkbox"/>	Assets too high
B <input type="checkbox"/>	L <input type="checkbox"/>	Income too high
C <input type="checkbox"/>	M <input type="checkbox"/>	Household composition does not meet program standards
D <input type="checkbox"/>	N <input type="checkbox"/>	Moved or moving out of Program Area
<input type="checkbox"/>	O <input type="checkbox"/>	Moved or moving into subsidized housing
<input type="checkbox"/>	P <input type="checkbox"/>	Moved or moving into nursing home
E <input type="checkbox"/>		Failed to recertify or complete recertification req.'s.
F <input type="checkbox"/>		Failed to allow housing evaluation
G <input type="checkbox"/>		Didn't spend a sufficient amount for housing expenses
H <input type="checkbox"/>		Fraud
I <input type="checkbox"/>		Death of head of household
	Q <input type="checkbox"/>	Administrative burden
	R <input type="checkbox"/>	Allowance too small
	S <input type="checkbox"/>	Housing Evaluation not approved; client doesn't wish to move
	T <input type="checkbox"/>	Lease not approved; client does not wish to move
	U <input type="checkbox"/>	Concerned about confidentiality
	V <input type="checkbox"/>	Concerned about "welfare image"
	W <input type="checkbox"/>	Feels assistance is not needed at this time
	X <input type="checkbox"/>	Wants to join other assistance program
	Y <input type="checkbox"/>	Could not identify reason
J <input type="checkbox"/>	Z <input type="checkbox"/>	Other (Explain).....

PART IV - APPROVALS

Date letter sent.....

Requested by..... Date.....

Termination Review Date.....

CHAPTER 15.00 - SUSPENSION AND TERMINATION

15.04 - PROCESSING REINSTATEMENTS01 - Introduction

Clients who have been terminated from the program may subsequently be reinstated if at the time they request reinstatement they are eligible to participate. Only in cases of legally proven fraud will reinstatement processing be denied. In most cases, the reinstatement procedure requires a full interview with the client, similar to initial enrollment and annual recertification interviews, and the processing of most forms required for initial enrollment as well as one or two extra forms required for reinstatement. In a smaller proportion of cases, in which the client applies for reinstatement a short time after he has been terminated for failure to complete the requirements of a recertification, or if reinstatement occurs a short time after the client was terminated due to a mistake made by the HAO, a short form of reinstatement is used, in which the interview may not be necessary; the short form of reinstatement involves ensuring that all requirements for the missed recertification have been completed, and that additional forms necessary for reinstatement are completed.

02 - Types of Reinstatement

In the normal case, in which a client has been terminated because he became ineligible, or failed to complete recertification requirements by specified deadlines, a Regular Reinstatement is conducted. This involves:

- o Full interview.
- o Completion of Reinstatement Request Form (optional).
- o Completion of Recertification Form (Form 11.04-2) with Usage Code 27.

- o New housing evaluation (unless unit successfully evaluated within 60 days of interview).
- o New Participation Agreement.
- o Acceptable lease must be on file; information contained on lease must be current (for renters only).
- o Completion of Request for Evaluation (Form 10.08-1).
- o Entry to computer system from Reinstatement Log (Form 15.04-3) (Usage Code 32).

When the proper forms have been submitted to the computer system, the due date cycle for the client is automatically adjusted to start the annual cycle at the time of the reinstatement Effective Date.

For clients who have failed to complete recertification requirements by specified deadlines and have consequently been terminated, or who have been terminated due to an HAO error, if the client is able to meet all necessary requirements by the 15th of the month which is 2½ months following the due date for the missed recertification, or within 2 months of the date of termination if due to HAO error, and if no recertification was due during those two months, a Short Form Reinstatement may be processed. (These deadlines may be extended by the HAO Director in special cases.) This involves:

- o Completion of all requirements for recertification that were missed.
- o Completion of Recertification Form with Usage Codes 21, 22, 23, or 25.
- o New Participation Agreement (not required if HAO error).
- o Completion of Payment Authorization via HUCF (Form 10.08-1) (where appropriate) if the client has moved to a new unit; otherwise completion of a Payment Authorization via the Suspension/Reactivation Log (Form 15.02-1, Usage Code 42) for other reinstatements.
- o Entry to computer system from Reinstatement Log (Usage Code 32).

For Short Form Reinstatements, the due date cycle is not adjusted--the same cycle is used which was in effect before termination.

For a client who was terminated, after which the appeals process determined he should not have been terminated, an Appeals Reinstatement is processed. In such cases the HAO determines whether the Regular Reinstatement or Short Form Reinstatement process is most appropriate, based on whether enough time has elapsed since termination that the client has missed important processing stages such as recertifications, in which case reinstatement similar to a Regular Reinstatement is appropriate, or whether data on the client is current, in which case reinstatement similar to a Short Form Reinstatement is appropriate.

Form 15.04-1, Key Dates for Reinstatements, indicates dates to be used in relevant forms.

03 - Processing for Regular Reinstatement - Interview

A full interview is completed with the client similar to the interview conducted for an annual recertification, except for a few additional elements: (1) a new Participation Agreement is signed, (2) steps are taken as needed to assure that HAO lease requirements are met, and (3) appropriate records and reports are checked to see if any matter associated with the client's previous participation affects reinstatement status, e.g., if the client had a financial obligation to the HAO that remains unpaid.

The Recertification Form (Form 11.04-2) is completed just as it is for an annual recertification, with the following exceptions:

- o Usage Code is 27.
- o Cause of termination is handwritten in Part I below boxes for client I.D., test, name, etc.--e.g., "terminated for failure to complete annual recertification"; "terminated for income ineligibility"; "terminated for asset ineligibility." This notation is not keypunched.

The Housing Unit Certification Form (Form 10.08-1) is initiated following the interview. Evaluation Type is coded as 8 (Reinstatement). Above Part I is handwritten "Regular Reinstatement."

The recertification packages are forwarded for further processing. The packages contain the RF, HUCF, new Participation Agreement, documentation received from the client, and the client's file.

04 - Processing for Regular Reinstatement - Further Processing

The reinstatement packages are logged in on the Reinstatement Log, which is identical in format to the Certification Log (Form 11.02-1). The package is checked for completeness and the HUCFs are sent in daily batches to the Housing Evaluation Section where a housing evaluation is initiated unless a successful evaluation has been completed within 60 days of the date of reinstatement interview. Verification is conducted just as it is for annual recertification. The Recertification Form is checked for completeness and accuracy, just as is done for an annual recertification. Other parts of the reinstatement package are checked for completeness and accuracy (e.g., new Participation Agreement is present). The file is then processed as are initial enrollments.

When the HUCF is returned from the Housing Evaluation Section, if the Housing Evaluation was successful, then Question 3, Effective Date, is filled in with the latest of: (1) date of housing evaluation, (2) effective date of lease, (3) date of submission of executed lease, and (4) date Participation Agreement was signed. Note that this rule applies even if a valid lease was on file from some previous time, and even if a successful housing evaluation had been completed within 60 days of the request for evaluation. Part V is completed, and the Usage Code in Question 4 is entered as 11. If the Housing Evaluation indicated the housing unit was not acceptable, the Usage Code in Question 4 is entered as 15. Incomplete Unit Certification.

When a successful housing evaluation has been completed (if necessary) and the HUCF returned, and when a new Lease Agreement has been received (if necessary), payment authorization may be made. The first payment is calculated just as it is for an initial payment when a client first enrolls in the program. A proration is calculated so that payment begins effectively on the Effective Date on the HUCF.

05 - Processing for Short Form Reinstatements

For clients who have failed to complete recertification requirements by specified deadlines and have consequently been terminated, or who have been terminated due to an HAO error, if the client is able to meet all necessary requirements by the 15th of the month which is 2½ months following the due date for the missed recertification, or within 2 months of the date of termination if due to HAO error, and if no recertification was due during those 2 months, a Short Form Reinstatement may be processed. (The deadlines may be extended by the HAO Director for special cases.)

For reinstatements following failure to recertify, the first requirement for a Short Form Reinstatement is that all requirements for the missed recertification be completed. For annual recertification, the usual cause for termination is failure of the client to schedule or attend an annual recertification interview. When the client does come in for an interview, the date of the interview is entered as the Date of Recertification (Part II, Question 2 on RF), and documentation and verification are gathered to document the information as of the Date of Recertification. In some cases, however, the client attends the annual interview and elects to bring in documentation to the HAO; failing to supply the documentation by the specified deadline, he is terminated. The Date of Recertification is still filled in with the date of the interview, and documentation and verification provided must provide information as of the Date of Recertification. If a new situation has developed, such as the client receiving a different amount of income, the change may be reflected through a Special Recertification (although it is not necessary to reflect the change), but the information on the RF for the missed annual must still refer to the Date of Recertification already entered. Alternatively, a Regular Reinstatement may be held, which of course entails a complete new interview. In this case the Date of Recertification would be filled in with the date of the new interview, and documentation and verification must refer to the client's situation as of the interview date. For the Short Form Reinstatement, the RF Usage Code is 22, and the Specialist conducting the reinstatement writes in Part I of the RF "terminated for failure to complete annual recertification." Other requirements for the annual recertification, such as an

annual housing evaluation, must be met also. The evaluation is initiated by the Client Services Specialist. Evaluation Type is coded as 8 (Reinstatement). Above Part I is handwritten "Short Form Reinstatement/Annual." All other aspects of the Short Form/Annual are the same as for the Regular Reinstatement.

For Short Form Reinstatements following termination due to failure to recertify at the Semi-Annual Recertification, the Date of Recertification on the RF (Part II, Question 2) is filled in with the date upon which the client signed the SARF; if the date was not filled in by the client, the date the SARF was received in the HAO (which is date stamped on the SARF) is used. Documentation and certification will refer to the client's situation as of the Date of Recertification. If a new situation was developed, such as the client receiving a different amount of income, the change may be reflected through a Special Recertification (although it is not necessary to reflect the change), but the information on the RF for the missed semi-annual must still refer to the Date of Recertification already entered. Alternatively, a new SARF may be signed by the client, and documentation provided based on the new Date of Recertification, if the Effective Date can occur by the 15th of the month which is 2½ months following the due date. Usage Code 21 is used on the RF for the Short Form, and "terminated for failure to complete semi-annual recertification" is handwritten on Part I of the RF. Other aspects of the usual semi-annual recertification are completed, but also a new Participation Agreement must be signed; an entry to the computer system from the Reinstatement Log is made, and Form 13.03-18, Usage Code 42, is completed to authorize payment; an HUCF is not necessary.

Processing for a Short Form Reinstatement following termination for failure to complete an HAO-initiated Special Recertification is identical to processing for a Short Form/Semi-Annual, except that a SARF is not necessary, and the Date of Recertification (RF Part II, Question 2) is filled in with the date of principal contact with the client; "terminated for failure to complete HAO-Initiated Special" is entered in Part I of the RF, and the RF Usage Code is 23.

For Short Form Reinstatement/HAO error, only Parts I and II of the RF need be completed; the Effective Date and Date of Recertification are

both filled in with the date the reinstatement is performed. "Termination due to HAO error" is entered in Part I of the RF. The RF Usage Code is 25. A Payment Authorization (Form 13.03-18) is processed just as for a Short Form/Semi-Annual, and the Reinstatement Log is used. Additionally, processing for Underpayments may be appropriate--refer to Handbook Section 13.05.

06 - Processing for Appeals Reinstatements

When an Appeals Reinstatement is conducted, a 27 RF is processed for a Regular Reinstatement, and a 21, 22, 23, or 25 RF for a Short Form/ Appeals; criteria for choosing which one is used are stated in Section 15.04.02.

KEY DATES FOR REINSTATEMENTS

	RF (Form 11.04-2)	HUCF (Form 10.08-1)	Payment Suspension/ Reactivation Log (Usage Code 42)	Reinstatement Log (Form 15.04-2 Usage Code 32)
	Effective Date, Part I	Effective Date, Q. 3 (Entered by Cert Sec)	Effective Date	Effective Date
	Latest of: 1. Date documentation supplied by client 2. Date RF received by Certification Section (with docu- mentation and rest of package)	Latest of: 1. Date of successful housing evaluation 2. Effective date of lease* 3. Date of submission of executed lease* 4. One day after RF effective date.	Not used.	2 days before HUCF Effective Date
Regular Reinstatement (27)	Date of Recertification Q. 2 Date of Reinstatement Interview	Same as for Regular Reinstatement	Not used.	2 days before HUCF Effective Date
Short Form/Annual (22)	"	"	Not used.	2 days before HUCF Effective Date
Short Form/Semi-Annual (21)	"	Not used.	One day after RF Effective Date	One day before RF Effective Date
Short Form/HAO-Special (23)	"	Not used.	One day after RF Effective Date	One day before RF Effective Date
Short Form/HAO-Error (25)	Date reinstatement initiated	Not used.	Not used.	One day before RF Effective Date
Appeals Reinstatement (21),(22) (23),(25) or (27)				

* Renters only.

THE HOUSING ALLOWANCE OFFICE
CLIENT REINSTATEMENT LOG

15.04(9)

WEEK OF: _____
Month/Day/Year

PROCESSED BY
INFORMATION SERVICES ON:

Month/Day/Year

PAGE: ____ of ____

CLIENT ID (1-6)	NAME OF HEAD OF HOUSEHOLD (Last Name, First Name, Middle Initial) TEST NAME (7-11)	EFFECTIVE DATE Month/Day/Year (12-17)	(18) TRANS TYPE	(19) ACTION CODE	(20-21) CARD SEQUENCE NO.	(22-23) REASON CODE	EXPLANATION OF REASON CODES	ACTION REQUESTED BY (STAFF MEMBER)	DATE CLIENT NOTICE SENT Month/Day/Year
			3		011				
			3		011				
			3		011				
			3		011				
			3		011				
			3		011				
			3		011				
			3		011				
			3		011				
			3		011				

(19) ACTION CODES:

2 = CLIENT REINSTATEMENT 3 = CLIENT ERROR CORRECTION



CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.01 - OVERVIEW

01 - Objectives and Introduction

HAO program operations are supported by an automated information system (computer system) that is coordinated with manual program record-keeping procedures. The objectives of the information system are to

- o Facilitate the prompt and accurate processing of application data to determine client eligibility; calculate allowance payments; and prepare detailed client records, notifications, and payment checks.
- o Organize and report program operations data that are useful for the management of the HAO, i.e., a program management information system.
- o Provide the inputs necessary for accurate program activity and financial reporting to HUD to document the use of federal program funds.
- o Ensure that the confidentiality of sensitive program information is maintained.

02 - Role of Information Services

Information Services is responsible for the operation of the automated information system and the maintenance of centralized HAO client records.

The software programs that constitute the basis for the automated information system are operated at an outside computer installation as noted below. The Information Services staff act as the intermediary between the outside computer installation and the users of the information system. More specifically, the responsibilities of the staff are to

- o Receive source document inputs to the automated system from other sections of the HAO, as described in the "Manual Procedures" subsections of this chapter.
- o Perform the "data entry" function through which source documents are keypunched into machine readable form.
- o Establish and maintain a processing schedule for the automated system.
- o Transfer the keypunched inputs to the outside computer installation and receive them back, together with the outputs, after the processing is completed.
- o Assist the computer services vendor in the resolution of data-entry or source-document errors discovered by the computer editing programs.
- o Review computer inputs and outputs for completeness and reasonableness.
- o Distribute the outputs to the appropriate HAO staff members.
- o Maintain centralized HAO client files.
- o Ensure that the computerized HAO files are properly stored and backed up.
- o Ensure that regular maintenance programming is properly performed and that special informational requests of the HAO management are satisfied promptly and accurately.

03 - Computer Installation

The HAO Computer System is installed and operated at a computer installation outside the HAO. The operations staff of the data center are in charge of processing the system under the instructions of the HAO Information Services staff. The data center's contractual responsibilities are to:

- o Make computer time available according to a prearranged schedule.
- o Clean the input data, when such cleaning is feasible, by telephone consultation with the HAO.
- o Deliver inputs and outputs within the specified turnaround times.

- o Maintain the tape log provided with the system user's manual and store the tape files in a safe place (see Subsection 16.01.08 below).
- o Perform routine maintenance programming.
- o Provide a monthly reconciliation statement using the appropriate tape file generated by the Payments System (see Section 16.06.04 below).

04 - Central Records

The HAO Director assigns a section to be responsible for the maintenance of the HAO's centralized manual client files. The various sections of the HAO maintain their own specialized files as described in this Handbook under the procedures relating to the various program functions. In addition, the original or a copy of all documents pertaining to a specific client household is also forwarded to Central Records at the HAO. These documents are also specified throughout this Handbook wherever the related procedures are described. Section 16.08 below reviews in detail the documents received and stored by Central Records.

05 - Anonymity of Clients and Confidentiality of Information

The HAO is administered in a manner to ensure the greatest degree of anonymity to clients. Therefore, except as is necessary for the performance by the HAO of its duties in administering the program, no person or agency is informed of the fact that a client has applied, is enrolled, or is receiving a housing allowance, or is or has been in any way connected with the program. No information concerning the client is provided other than (1) upon written request by the client specifying the information to be provided and the person or agency to whom it is to be given; or (2) as required by law, as determined by a written legal opinion of the attorney for the HAO.

All confidential or sensitive forms are kept in the Central Records storage room or area of the HAO office. This room or area is open only during regular business hours. Each file cabinet or storage area within the room is locked to protect the confidential nature of its contents.

No individual keys to the storage area or room or to the locks thereon are issued to individuals other than those determined by the HAO Director. Each individual file cabinet or storage area is closed and secured at the close of each business day. Information contained within the manual Client Master File is accessible only to personnel with a valid "need to know." This "need to know" concept applies to all other confidential or sensitive records that are stored within the secured area.

Computer tapes of payments or other sensitive information captured on computer tapes is treated in the manner prescribed above for confidential information. Financial records, books, and other records of an essential nature belonging to the HAO are secured in a manner that provides a reasonable guarantee of their safety and preservation.

Client certificates of disbursement are retained by the HAO's local financial agency in a vaulted area. Checks used for making manual payments to authorized clients are retained at the HAO office in a secured area.

06 - Computer System Overview

The main functions of the HAO Computer System are to:

- o Process Preliminary Applications and produce scheduling rosters for the enrollment interviews.
- o Process Enrollment Applications and compute the maximum allowance entitlement amounts.
- o Maintain automated records for all client households participating in the program, reflecting both current status and historical information on these households.
- o Produce special-action or status listings required for the day-to-day operations of the HAO, such as recertifications and housing reevaluations.
- o Produce automatically housing allowance payments and related registers and payment summaries, and the bank reconciliation tape.
- o Produce management information reports that help management in the performance of control and planning functions.

The HAO Computer System consists of the following central subsystems:

1. Preliminary Applications Processor.
2. Enrollment Applications Processor.
3. File Maintenance.
4. Selective Listing.
5. Payments.
6. Housing Evaluation Forms Processor.

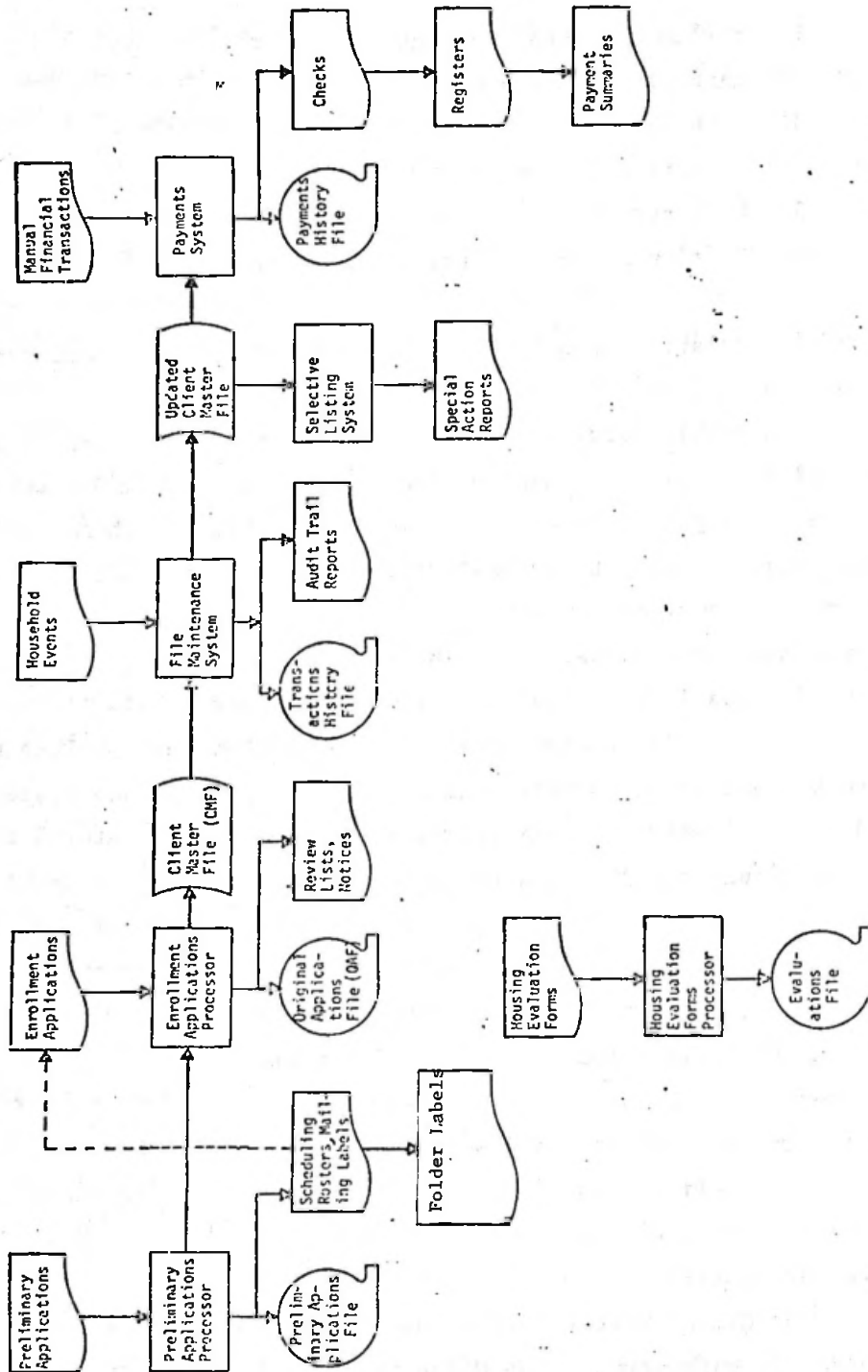
The relationships between these subsystems are illustrated in Exhibit 16.01-1.

The Preliminary Applications Processor captures the information contained in Preliminary Applications. After editing and cleaning the data, and assigning the Client Identification Number, it stores information in a Preliminary Applications Master File and produces mailing labels for the related acknowledgment notices as well as the scheduling rosters for the enrollment interviews. The scheduling of enrollment interviews is performed manually with the help of these rosters.

The Enrollment Applications filled out at the enrollment interviews are keypunched as input to the Enrollment Applications Processor, which edits and cleans the data from the applications and stores them in the Original Applications File. In addition, the Enrollment Applications Processor calculates the allowance entitlement and performs other eligibility tests for purposes of verifying the manual calculations and determinations. Based on this screening, it creates new client records for each eligible household. These new records are added to the Client Master File. Each household's record in this master file will evolve over time to reflect changes or events that have occurred since the original applications. By contrast, the Original Applications File describes each application household as of the date of application and remains static.

The Client Master File is maintained through the File Maintenance System (a subsystem of the Computer System). This subsystem processes a variety of inputs reflecting household events, such as the completion of the unit certification, the submission of a recertification, etc. As

EXHIBIT 16.01-1: OVERVIEW OF THE COMPUTER SYSTEM



a result of this processing, the File Maintenance System produces the updated Client Master File, the Transactions History File, and the Audit Trail Reports. The Transactions History File contains a record of each input that was processed against the Client Master File. The Audit Trail Reports show essentially the same information but in hard copy form. Using the Transactions History File or the Audit Trail Reports, it is possible to retrace the evolution of each client's record in the Client Master File.

The Selective Listing System reads the updated Client Master File and produces a variety of "special action" reports. Examples of these are: lists of clients due for recertification, lists of clients due for unit reevaluation, and so forth.

The Payments System processes all manual financial transactions between the HAO and its clients conducted during the month, such as manual checks, adjustments to previous transactions, etc. In addition, the Payments System reads the updated Client Master File to generate automated payments. The payment amounts will not be calculated by the Payments System itself but by the File Maintenance System as the "household events" are processed. The Payments System simply reads the payment amounts previously stored in the Client Master File. The input manual transactions and the internally generated transactions are merged to produce the various registers and the payment summaries by household.

The Housing Evaluation Forms Processor is completely independent from the other subsystems described above; its function is to capture, edit, clean, and store the full details of each housing evaluation form (Forms 12.03.1 and 12.03.2).

07 - Computer Files

The HAO Computer System uses three major types of files:

- o Temporary files: These are disk files that are deleted immediately after the processing run is successfully completed. No information is lost through the deletion of these temporary files.

- o Transactions files: These files evolve over time only by the addition of new records. It is therefore possible to break them into additive segments. The HAO system has three transactions files--the Transactions History File (see Section 16.04.05), the Payments History File (see Section 16.06.05), and the Housing Evaluations File (see Section 16.07.05).
- o Master files: These files evolve over time by adding new records and by updating existing records. The HAO system has three master files--the Client Master File (see Section 16.03.05), the Preliminary Applications Master File (see Section 16.02.05), and the Original Applications File (see Section 16.03.05). The updating of old records in the Client Master File is for the purpose of reflecting the most recent information on each client household. On the other hand, old records in the Preliminary Applications Master File and the Original Applications File are updated only to correct data-entry errors.

All transactions files and master files are permanently stored as described below.

At any time each transaction file consists of one or more segments. Each segment is recorded on a separate magnetic tape reel. A complete file consists of the collection of its segments. Typically, each segment contains one year of transactions, except as noted below. The purposes of this segmentation are to make the processing more manageable, since only the current segments need to be used, and to reduce the risk of possible loss of the entire file.

For the Transactions History File and the Housing Evaluations File, a segment may be terminated at the end of each program year and a new segment started. Thus for these two files the current segment includes only transactions of the current year.

For the Payments History File, the segmentation is slightly different. Since the payment history transactions are needed to validate the manual input transactions at each cycle of the Payments System, the current segment of the Payments History File must contain, at all times, at least one

year of transactions. This is achieved by allowing the current segment to overlap partially with the segment of the previous year.

Thus the current segment for 1977, for example, contains at the beginning of the year a duplicate of the 1976 segment and grows until it contains two years of payment transactions (1976 and 1977). At the end of 1977 the 1976 transactions are removed, and the 1977 segment becomes the new current segment for 1978.

Two copies of each *past* segment of each of the three transactions files are maintained. One set of copies is kept at the data center in a fireproof storage area. The other set is kept by the HAO, also in a secured and fireproof area. These past segments are not needed for the routine operations of the Computer System. When a written request for processing is received, signed by an authorized HAO staff member, the data center staff uses the files for the required processing and immediately returns the files to their storage area.

The *current* segment of each transaction file is maintained by the "grandfather-father-son" method. The version of a file that emerges from the latest cycle is referred to as the "son." The version that emerges from the previous cycle and which is input to the latest cycle is referred to as the "father." The "grandfather" is defined similarly. At the end of each cycle a new son emerges. The previous son becomes the father; the father becomes the grandfather; and the grandfather is retired. This method allows the last and next-to-last cycles to be rerun, if necessary.* At any given time, copies of each of the grandfather, father, and son cycles are available. Master files are not segmented and are stored using the procedure described above for the current segments of the transaction files.

* Provided, of course, that the inputs to these cycles are kept.

1870

Received of the Treasurer of the State of New York
the sum of \$1000.00 for the year 1870

in full for the year 1870
of the sum of \$1000.00 for the year 1870

for the year 1870
of the sum of \$1000.00 for the year 1870

for the year 1870
of the sum of \$1000.00 for the year 1870

for the year 1870
of the sum of \$1000.00 for the year 1870

for the year 1870
of the sum of \$1000.00 for the year 1870

CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.02 - COMPUTER SYSTEM: PRELIMINARY APPLICATIONS PROCESSOR01 - General Description

The Preliminary Applications Processor System processes Preliminary Applications and produces scheduling rosters, mailing labels for miscellaneous notices, and management information statistics on preliminary applicants.

The Preliminary Applications Processor is run whenever a sufficiently large batch of applications is available. The size of the interview scheduling queue and the time elapsed since the last processing are important factors in the timing of each processing run.

The major link between the Preliminary Applications Processor and the other parts of the data processing system is the client I.D. number that is assigned when the Preliminary Application is processed and is used as the identifying (key) number for the client household in all of its transactions with the HAO.

Exhibit 16.02-1 represents a summary flowchart of the Preliminary Applications Processor. The description of inputs, computerized functions, outputs, and automated files is keyed to this flowchart.

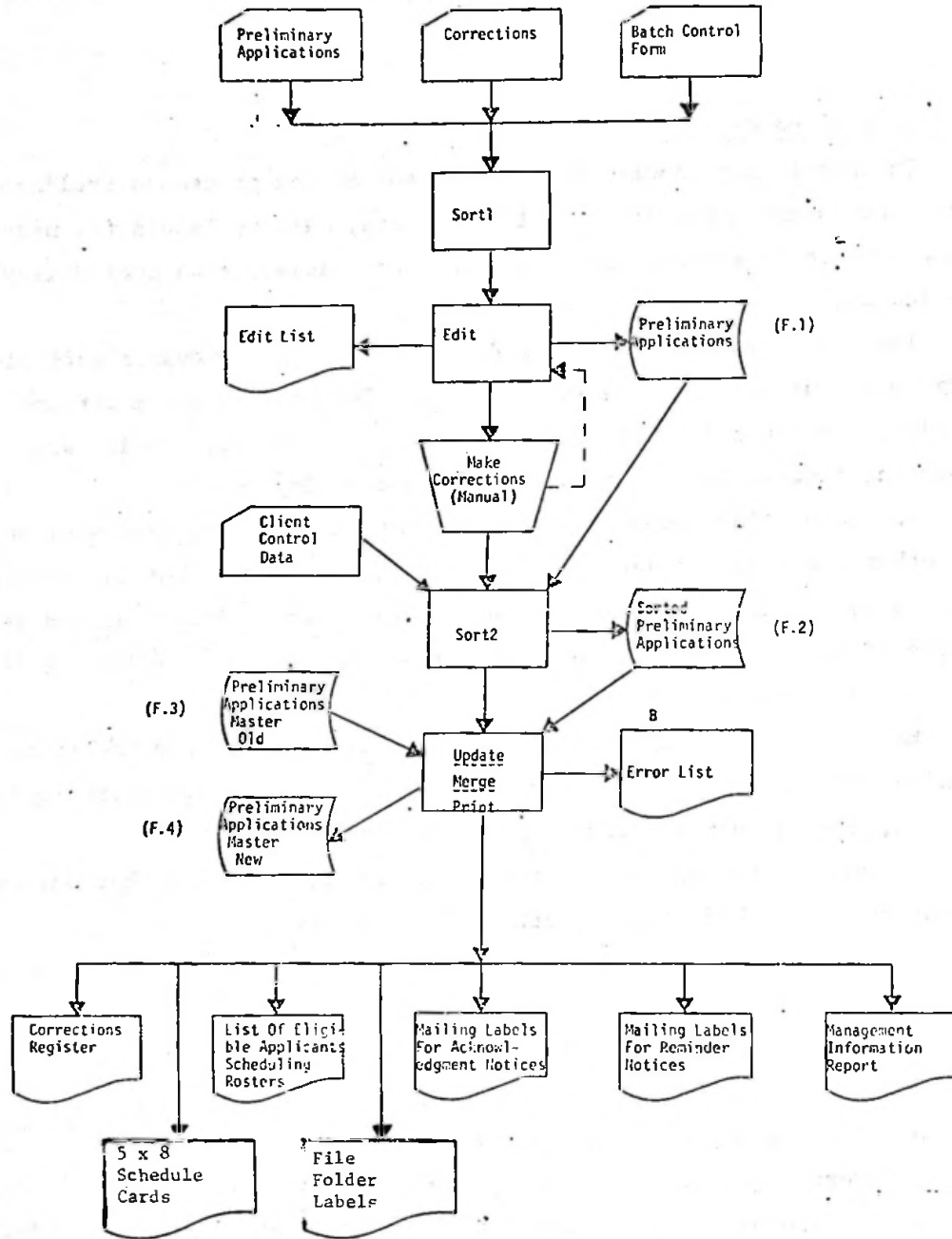
The manual procedures related to the Preliminary Applications Processor are described in paragraph 16.02.06 below.

02 - Inputs

The inputs to the Preliminary Applications Processor consist of:

- o Preliminary Applications (Form 10.02-1).
- o Corrections to Preliminary Applications (Form 10.02-1).
- o Preliminary Applications Batch Control Form (Form 10.02, Section 1).
- o Preliminary Applications Client Control Data (Form 10.02, Section 2).

EXHIBIT 16.02-1: PRELIMINARY APPLICATIONS PROCESSOR SYSTEM FLOWCHART



1. Preliminary Applications. These forms (10.02-1) are filled out by the preliminary applicant and completed by an HAO staff member as described in Section 10.02.

2. Corrections to Preliminary Applications. The correction form (Form 10.02-1) is identical to the Preliminary Application Form except in color. It is also distinguished from the original form by the value of the input code field.

Regular corrections (Input Code = 1). Regular corrections are used to correct the information contained in a Preliminary Application previously processed. Required fields for data correction are:

- o Transaction Code (= P).
- o Card Code.
- o Serial Number.
- o Input Code.
- o Client I.D. Number.
- o Scheduling Roster Number.

Deactivations (Input Code = D). A deactivation can be used to purge a record which should not have been processed in the first place. For example, if two members of the same household submit two separate Preliminary Applications, they are both processed, and the duplication is later discovered, one of the applications should be deleted. A Deactivation requires the same data elements as a Regular Correction. Deactivated records are not actually removed from the file, but a special flag is set so that they are ignored for reporting purposes.

Reactivations (Input Code = R). If a record is deactivated by mistake, it can be reactivated with a Reactivation. This requires the same data elements as Regular Corrections and Deletions.

Lost Applications (Input Code = 3). The Preliminary Applications Processor checks and requires the presence of every individual serial number between the first and the last serial number in every run. If the application corresponding to a particular serial number is lost or voided, a dummy record carrying that serial number is inserted in the batch. An

input code of "3" identifies these dummy records. The following data elements are required:

- o Transaction Code (= P).
- o Card Code (= 1).
- o Serial Number.
- o Input Code (= 3).

3. Preliminary Applications Batch Control Form. The following data elements are captured from this form (Form 10.04-2 Section 1):

- o Last Serial No. processed in previous run.
- o Last Client I.D. No. processed in previous run.
- o Total number of new applications in the batch (excluding lost applications).
- o Total number of Corrections in the batch.
- o Total number of Deactivations, Reactivations in the batch.
- o First serial number of new applications in the batch.
- o Last serial number of new applications in the batch.

The applications within a batch are to be in serial-number order (including lost applications and correction forms). The serial-number range keypunched from the Batch Control Form therefore exactly specifies all of the serial numbers present in the batch.

4. Preliminary Applications Client Control Data (Form 10.02-2, Section 2). With this form, several client I.D. numbers are entered to the system (one for each scheduling roster). These are the last clients from each scheduling roster who were contacted for scheduling. This information may be used by the system to produce mailing labels for the reminder notices (Form 10.03-5). It may also be used to compute the distribution of waiting times for clients who have not yet been contacted for scheduling.

03 - Computerized Functions*

The automated processing of Preliminary Applications consists of the following program modules, as shown in flowchart form in Exhibit 16.02-1.

1. Sort1. The inputs first are sorted by serial number and within serial number by card number.

2. Edit Program. This program edits all the inputs and lists them in the form of an Edit List. Each Preliminary Application or correction is handled as a separate transaction. Those transactions that satisfy all edit checks are written to the Preliminary Applications File (F.1). This is a temporary "transactions" file, different from the Preliminary Applications Master File. At this time, the system generates and assigns a client I.D. number to each application. Transactions found in error are flagged with the appropriate error message in the Edit List, but are not written in the Preliminary Applications File (F.1).

If no errors are found in any of the inputs, the system can proceed to the Update, Merge, Print Program described below. Otherwise the system stops. Inputs in error are corrected and resubmitted until all inputs are free of errors.

3. Sort2. After all the inputs have been written in the Preliminary Applications File (F.1), the system sorts the Preliminary Applications by scheduling roster and by client I.D. numbers with the scheduling roster.

The assignments to scheduling rosters are by geographical area and tenure category (homeowner/renter) as described in Section 10.02.03.

4. Update, Merge, Print Program. The Update, Merge, Print Program sequentially processes the sorted Preliminary Applications File (F.2) against the old Preliminary Applications Master File (F.3) and creates the new Preliminary Applications Master File (F.4). The program performs the following specific tasks:

- o Update: For each correction transaction in the Preliminary Applications File (F.2), the program locates the application

* This subsection is of a rather technical nature and may be skipped without impairing the continuity of the section.

bearing the same client I.D. number in the old Master File (F.3) and substitutes the data elements in the correction record in the new Master File (F.4). For each of these updates the program lists in the Corrections Register the contents of the new record as well as the contents of the old record. If the client I.D. number of a correction does not match any of the numbers in the old Master File, or if the record has been deactivated, the correction is rejected and listed as an error in the Error List. This means that no transactions other than a reactivate input code can be processed against a deactivated record.

- o Merge: The new and the corrected applications are merged into the Preliminary Applications Master File. The key to the merging is the scheduling roster and the client I.D. number.
- o Print: The Update, Merge, Print Program produces all the outputs described below, with the exception of the Edit List, the Lost Applications List, and the Audit Trail report, which are produced by the Edit Program.

04 - Outputs

The outputs of the Preliminary Applications Processor may consist of the following (HAO management may decide to suppress some of these outputs and may have others produced by special programs to meet new administrative needs):

1. Edit List. This list is produced by the Edit Program and shows all of the inputs as read by the system. Rejected inputs are flagged by the appropriate error message. The Edit List is used to make the necessary corrections to inputs that are in error.
2. Lost Applications List. All Preliminary Applications input as lost (Input Code 3) are listed here.
3. Audit Trail Report. This report summarizes the activity of the Edit Program. It reports whether the batch control card is missing or invalid, and whether discrepancies exist between the listed totals and the actual counts. If the Edit Program runs without errors, the last serial

processed and the last client I.D. assigned are printed, for use in the next Edit Batch Control Form.

4. Error List. This list is produced by the Update, Merge, Print Program and shows correction inputs that were rejected by the system because their client I.D. number could not be matched with any of the numbers in the old Master File, or because of inconsistencies in a deactivation or reactivation transaction.

5. Corrections Register. This register lists all corrections to previously entered Preliminary Applications. For each correction processed, the application before the correction and after the correction is exhibited.

6. Scheduling Rosters. Each application from the batch processed is listed in one of several scheduling rosters (Form 10.02-3). Within each roster the listing is by client I.D. number, with an ordering by date of receipt of the application. These listings may be used for scheduling the enrollment interviews, as described in Section 10.03.

The rosters from each run of the Preliminary Applications Processor are appended to the corresponding rosters from previous runs and represent the continuation of previously produced rosters. Thus the rosters become continuous and chronological lists of all preliminary applicants.

7. Mailing Labels for Acknowledgment Letters. For each Preliminary Application processed, the Computer System produces two mailing labels. The labels show the roster number and are ordered by that number and by client I.D.; this facilitates locating a particular label within the set of labels.

If an applicant's address changes during the scheduling process, the necessary correction is made on the scheduling roster and a correction input may be prepared to update the applicant's record in the computerized Preliminary Applications Master File.

8. Mailing Labels for Reminder Notices. Preliminary applicants may be reminded of their status on a monthly basis until they are first contacted by the scheduling staff. Form 10.03-5 is used for this purpose. At each run the computer may produce these labels only for applicants who are due to receive a reminder notice. The date of the last reminder notice issued is stored in each applicant's record for that purpose. The numbers

of the last applicants from each roster who were contacted as of the date of the "run" are input to the system for this purpose.

If the Preliminary Applications Processor is not run on a strict monthly schedule but on an ad hoc basis, the frequency of the reminder notices will be approximately monthly.

9. Management Information Report. At the end of each run, the Preliminary Applications Processor produces a brief statistical summary of the run for management purposes. From time to time, special programs may also be written to produce other statistical reports which the HAO finds useful.

10. Schedule Cards. An index card is printed to aid in maintaining a scheduling file. The card contains the client I.D., Preliminary Application Serial Number, name, address, phone number, family size, tenure, roster number, and elderly/nonelderly flag.

11. File Folder Labels. A pressure-sensitive label is printed containing the client I.D., Preliminary Application Serial Number, and name. It is used for the client's folder in Central Records.

05 - Automated Files

The Preliminary Applications Master File (F.3 and F.4) has information captured from the input source document and information generated internally by the system.

The Preliminary Applications File (F.1 and F.2) has basically the same record layout as the Master File. Both files have fixed length records and are accessed sequentially.

Files F.1 and F.2 are temporary working files and are disposed of immediately after each run. The Preliminary Applications Master File (old F.3 and new F.4) is backed up and stored as described in Subsection 16.01.08.

06 - Manual Procedures^{*}

The inputs consist of Preliminary Applications, corrections to previously processed Preliminary Applications, the Batch Control Form, and the Client Control Form. The presence of all forms implied by the Batch Control Sheet is verified and the batch is logged in. The Batch Control

* The detailed processing schedule described in this subsection is meant to serve as a guideline.

Form/Client Control Form becomes part of the log. After the batch has been logged in, a copy of the keypunch instructions is attached and sent for keypunching.

When the inputs are all keypunched and key verified, the old master file tape number and the date are recorded into the Data Entry Log and the input cards are sent to the data center. A copy of the Batch Control Form is also attached to the keypunched input, but the source input documents remain at the HAO.

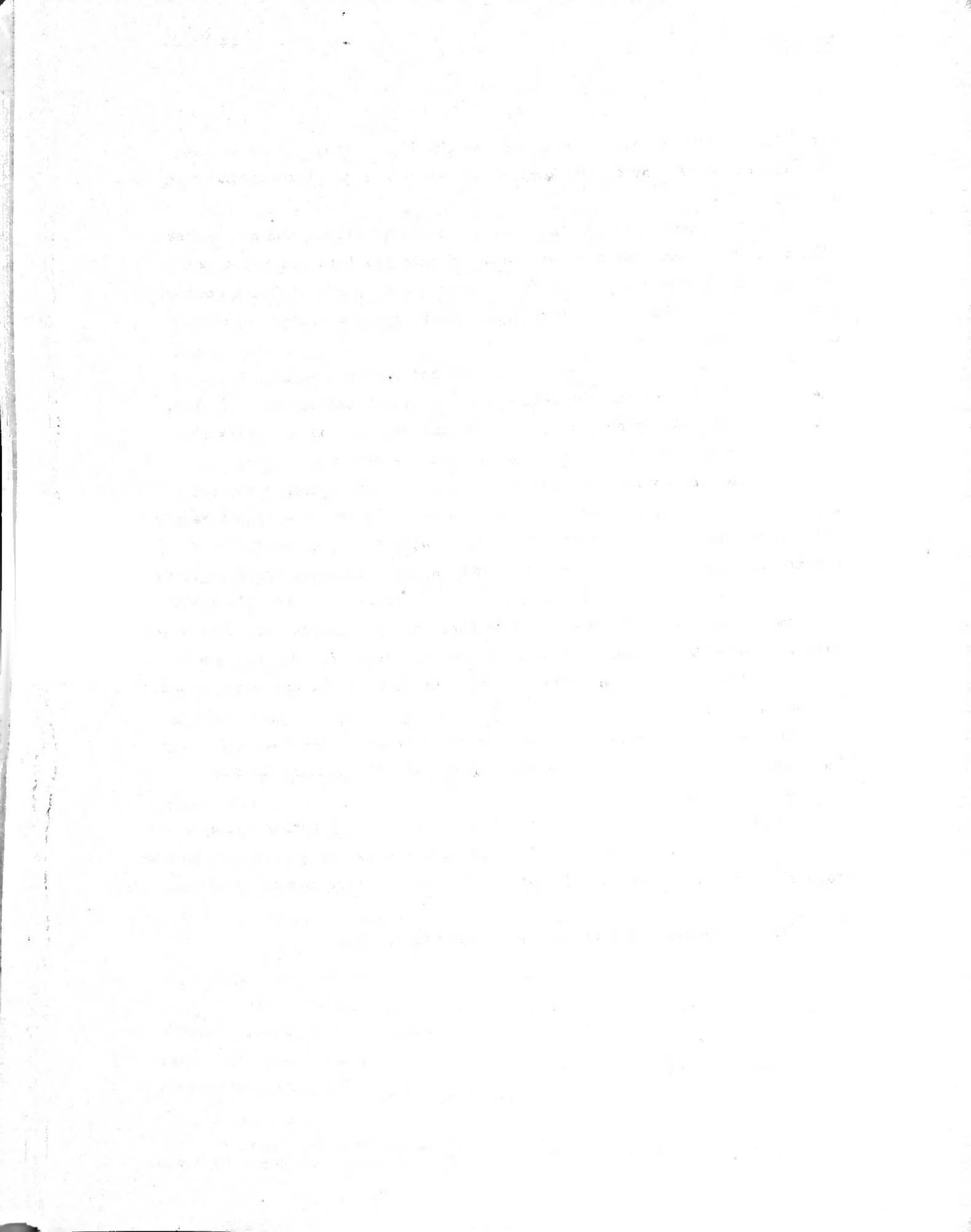
The data center runs the Edit Program and obtains the Edit List. If the list shows no errors, the data center continues processing. If there are errors, the HAO is notified, resolves the errors, and resubmits the corrected forms for normal processing during the next regular run.

When the processing has been completed, the data center sends the inputs, the outputs, and a copy of the new Preliminary Applications Master File to the HAO. A staff member verifies that all inputs are included and records the receipt in the Preliminary Application Data Entry Log. He then examines the outputs, specifically the statistics included in the Management Information Report, to make sure that the outputs are consistent with the numbers recorded in the Batch Control Form. If he notices any discrepancies, they are investigated with the help of the data center and, if necessary, the system is rerun.

If the outputs appear correct, the staff member "logs out" the batch and returns the source input documents and the outputs to the appropriate staff members.

The keypunched input cards and the new Preliminary Applications Master File back up tape are stored in the fireproof storage area, the old "grandfather" is returned (see Section 16.01.08) and the Tape Log is updated.*

*To be provided as part of the System User's Manual.



CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.03 - COMPUTER SYSTEM: ENROLLMENT APPLICATIONS PROCESSOR

01 - General Description

The Enrollment Applications Processor processes enrollment applications, verifies calculations of maximum allowance entitlement and other eligibility criteria, and creates a record in the Client Master File for each eligible applicant; it also produces various listings, mailing labels for confirmation letters, and management information statistics on applicants. The Enrollment Applications Processor is run on a weekly schedule.

For each eligible applicant, this processor sets up a record in the Client Master File. In addition, all applications are stored in a separate Original Applications File. The Client Master File is a dynamic file, reflecting only the latest available information about each client. The Original Applications File, on the other hand, is a static file. Even though the file itself grows by the addition of new applications, each record in the file remains unchanged, except for data entry corrections. The key to both files is the client I.D. number. This common key makes it possible to establish cross-references between the two files.

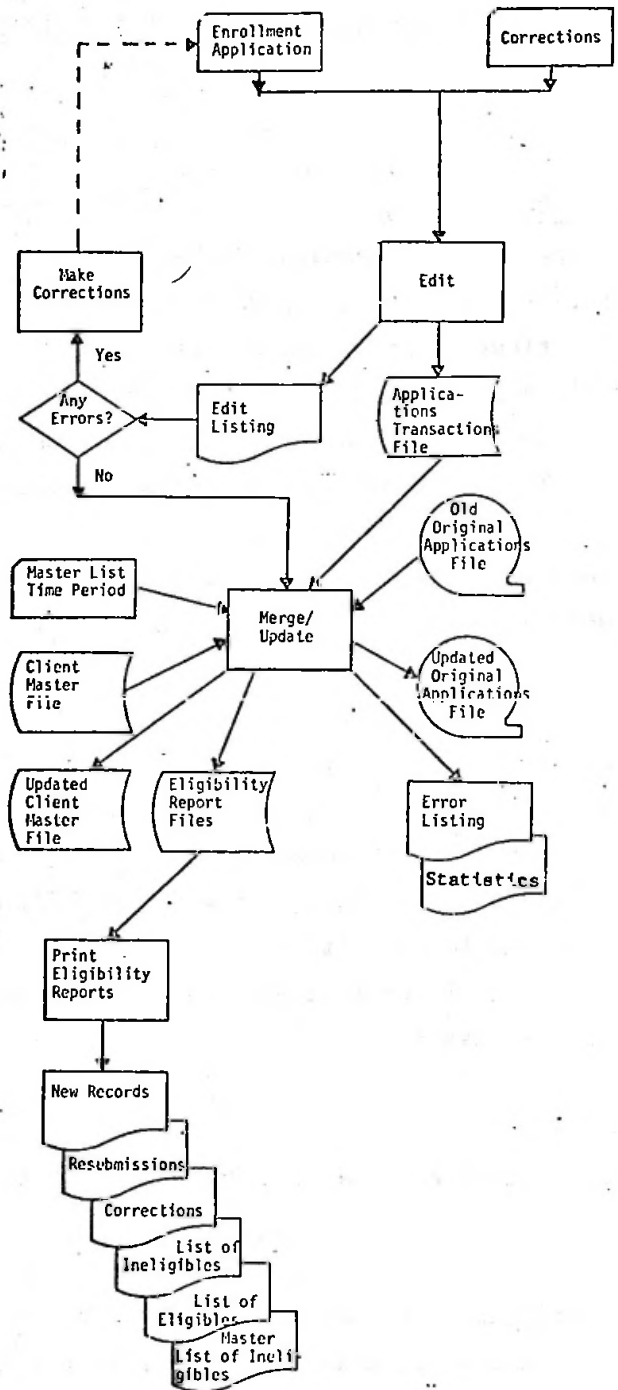
Exhibit 16.03-1 represents a summary flowchart of the Enrollment Applications Processor.

02 - Inputs

The Enrollment Applications Processor processes the following types of inputs:

1. Enrollment Applications. (Input Code = blank.) The main input to the Enrollment Applications Processor is the Enrollment Application Form (Form 10.05-1).
2. Corrections to Previously Processed Enrollment Applications. (Input Code = 1.) The system has the capability to process corrections

EXHIBIT 16.03-1: ENROLLMENT APPLICATIONS PROCESSOR SYSTEM FLOWCHART



to original applications. The same enrollment form may be used for corrections. Other than the Client I.D. Number and Name of Head of Household, only the data elements requiring correction are filled out, keypunched, and entered to the system. Data elements left blank are unaffected by the correction process. However, if a correction affects Table IV, the entire Table IV must be reentered. Similarly, if a correction affects Table V or Table VI, both tables must be reentered. In that sense, Tables V and VI are treated by the system as a single table. If a correction affects Table III entries, the following rules apply. Each Table III line entry must be complete. To add a new member, a full line starting with a new member number is entered. To change some of the information on a member, a full line starting with the same member number is entered. To delete a member, only the member number and three "*"s in the first three positions of the member name are entered.

Corrections to original applications are submitted to compensate for data entry errors. If the client's eligibility determination was in error, a correction can not be used. Instead, the application must be resubmitted (see below).

Corrections (or Resubmissions, for that matter) must not be used to process updates to the Client Master File.

• The following example is to clarify the distinction between updates to the Client Master File (to be handled by the File Maintenance System) and Corrections to the Enrollment Applications Processor. If an applicant changes his address after submitting his application, an update to the Client Master File is required,^{*} but no correction to the Original Applications File is made because the information in that file reflects the address at the time of application. On the other hand, if the applicant's address is keyed incorrectly, a correction to the Enrollment Application is required. A separate correction to the Client Master File (through the File Maintenance System) may also be required.

* If the applicant is not eligible, he is not represented in the Client Master File and no update is required.

The primary purpose of a correction to the Enrollment Application is to correct the Original Applications File. If the application being corrected is an eligible one (i.e., a Client Master File record exists for that client), the system also makes the corresponding corrections to the Client Master File (CMF) record, provided that the latter has never been updated by the File Maintenance System. If the CMF record has been previously updated, the correction may not be proper and therefore is not performed. Instead, a warning message is printed (in the Errors List) indicating the possible need for a correction to the CMF through the File Maintenance System.

3. Resubmissions. (Input Code = 2.) If the correction to the original application is substantive or involves a change in eligibility, the complete application may be resubmitted. Resubmitted applications are specially flagged at input, with the use of the input code, to avoid rejection by the Edit Program as a duplicate input.

A resubmitted application cancels and replaces the original application in the Original Applications File. The action against the Client Master File varies with the circumstances described in the following matrix.

		Original Application was	
		Eligible	Ineligible
Resubmitted Application is	Eligible	Case 1	Case 2
	Ineligible	Case 3	Case 4

- o Case 1. The CMF record is corrected, if it has not been previously updated by the File Maintenance System. If it has, the correction is not performed but a warning message is issued calling for a correction through File Maintenance.
- o Case 2. A previous CMF record does not exist. A new one is created.

- o Case 3. A previous CMF record exists. A special flag is set in that record, indicating that the client's CMF record must be terminated through File Maintenance. The Client is listed in the List of Clients to Terminate (see outputs). Selective listing produces a similar warning every week until the record is terminated.
- o Case 4. The Client Master File is not involved at all in this case.

4. Deactivations/Reactivations. (Input Code = D. R.) If an Enrollment Application record must be purged from the Original Applications File because it should not have been processed in the first place or because it was submitted with the wrong client I.D., it may be deactivated using input Form 16.03-1.

A deactivation causes the system to place a special flag in the corresponding OAF record. For all intents and purposes, that record is then considered nonexistent. If the deactivated record was an eligible one and had a CMF counterpart, the client is listed in the List of Clients to Terminate, to remind the user that a termination through File Maintenance is expected by the system.

The only valid transaction that can be processed against a deactivated OAF record is a Reactivation. Reactivations, which are submitted on Form 16.03-2, are used when a record is deactivated by mistake. If the reactivated record was an eligible one and had a CMF counterpart, the client is listed in the List of Clients to Reinstate, to remind the user that a reinstatement through File Maintenance is expected by the system.

03 - Computerized Functions *

Exhibit 16.03-1 illustrates the automated processing to be performed by the Enrollment Applications Processor. This processing consists of the following program modules:

* This subsection is of a rather technical nature and may be skipped without impairing the continuity of the section.

1. Edit Program. This program edits all the Enrollment Applications and corrections to original applications and lists them in the form of an Edit List. Each data element in an application is checked for validity and consistency with other data elements.

The Edit Program also screens each new or resubmitted application to determine eligibility by calculating the maximum allowance entitlement and by checking other eligibility criteria. Corrections to original Enrollment Applications are not subjected to this screening. The results of the computer screening are compared to the determinations of the interview. If a discrepancy is found, the application is rejected with the appropriate error message.

Applications and corrections that satisfy all edit checks are added to the Temporary Transactions File. Those found in error are flagged with the appropriate error message in the Edit List, but are not added to the Temporary Transactions File.

The system can proceed to the Merge-Update step, using the Temporary Transactions File produced by the Edit Program. However, this file excludes applications that were found in error. Therefore, before proceeding to the next step, the Edit List is reviewed, the errors corrected, and the entire deck of input cards is resubmitted. As a result of this recycling, a new Temporary Transactions File is produced, superseding the previous one. When the Edit List is free of errors, or when authorized to ignore any remaining errors, the system operator proceeds to the next step. Applications containing major errors, or errors that cannot be corrected quickly, may thus be dropped from the process and recycled the following week.

2. Merge and Update Program. The Merge and Update Program sequentially processes the Temporary Transactions File. The program performs the following specific tasks:

- o Merge: For eligible applicants, the program creates a new Client Master record and provides it with information captured from the input application form and information generated internally by the system (e.g., date of processing, status flag, etc.). This new Client Master record is merged into the old

Client Master File.* Applications, both eligible and ineligible, are merged with the old Original Applications file to create the new Original Applications File.

- o Update: While merging new applications with the old Original Applications File (F.12), this file is also updated with the corrections described in Section 16.03.02.
- o Print: This program also produces some of the outputs of the Enrollment Applications Processor as shown in the flowchart of Exhibit 16.03-1 and described below in Section 16.03.04.

3. Print Reports Program. Most of the output reports of the Enrollment Applications Processor are produced by the Merge and Update program and written to a Reports File. This file is subsequently sorted, formatted and printed by the Print Reports program.

04 - Outputs

The outputs of the Enrollment Applications Processor may consist of the following (HAO management may decide to suppress some of these outputs and may have others produced by special programs to meet new administrative needs):

1. Edit List. This list is produced by the Edit Program and fully displays all the inputs (new and resubmitted Enrollment Applications and corrections to previously processed applications) as read by the system. The Edit List is produced in Client I.D. sequence.

2. Errors List. If a duplicate client I.D. number is found when merging new applications into the old Client Master File and the old Original Applications File, the new application is rejected and listed in the Errors List.

Similarly, for resubmitted applications and corrections, if a matching client I.D. number is not found in the Client Master File or in the Original Applications File, or if the transaction is inconsistent with existing

* If the application is a resubmitted one, a record of it may already exist in the Client Master File. See 16.03.02, Resubmissions.

information in the old files, the resubmitted application or the correction is displayed in the Errors List, but it is not processed.

This report is printed in client I.D. sequence.

3. List of Clients to Terminate. This list, ordered by client I.D., shows all clients for whom a termination input must be submitted through the File Maintenance System using Form 15.02-2. The need for such action arises when an originally eligible application is resubmitted as ineligible or when an eligible application is deactivated.

4. List of Clients to Reinstate. This list, by client I.D., shows all clients for whom a reinstatement input must be submitted through the File Maintenance System using Form 15.02-2. The need for such action arises when an eligible application, which was previously deactivated, is reactivated.

5. List of New Applications. This list, produced in application serial number sequence, shows each input application in its entirety, in a convenient format.

6. List of Resubmissions. This list, produced in application serial number sequence, shows for each resubmitted application the old and the new applications in their entirety.

7. List of Corrections. This list, produced in application serial number sequence, shows the old application (before the correction) and the new application (after the correction), in their entirety.

8. List of Ineligible Applicants. Ineligible applicants are listed by application serial number. This list may include the following information:

- o Client I.D. number.
- o Date of enrollment interview.
- o Name of head of household.
- o Telephone numbers (work and home).
- o Mailing Address.
- o Reason for ineligibility.
- o Name of enroller.

9. List of Eligible Applicants. This list is similar to the List of Ineligible Applicants described above but in addition shows the maximum allowance. It is arranged in Client I.D. Number order; it is used to examine the results of the Enrollment Applications Processor run.

10. Mailing Labels for Confirmation Letters. The Enrollment Applications Processor may produce sets of mailing labels. They may be used for mailing letters of confirmation of eligibility or for mailing letters of confirmation of ineligibility. These labels are produced in the same sequence as the corresponding lists of eligible and ineligible applicants.

11. Management Information Report. The Enrollment Applications Processor produces a brief statistical summary of each run. These statistics are similar to the ones described for Preliminary Applications. They indicate not only numbers of applications arranged by various categories, but also allowance entitlements by the same categories. From time to time, special programs may also be written to produce other statistical reports which the HAO finds useful.

05 - Automated Files

The Enrollment Applications Processor uses the following computerized files:

1. Temporary Transactions File. This file has the same data elements as the input application form (or correction form). It contains one record for each input transaction from the currently processed batch that has satisfied all edit checks. As a temporary work file, it is deleted after the "run" in which it was created.

2. Client Master File. The Client Master File has a record for each eligible client kept in sequence by client I.D. number. New records are added to this file by the Enrollment Applications Processor, as described above. Information contained in these records is updated through the File Maintenance System. (See Section 16.04.)

The Client Master File contains at all times the most recent information available on each eligible client. Historical information on these clients, such as previous addresses, past incomes, etc., is kept in the

Transactions History File (described in Section 16.04.05) rather than in the Client Master File.

Most of the data elements on a Client Master File record are captured from the Enrollment Application form, but some are obtained from the inputs to the File Maintenance System (see Section 16.04). All are updated through the File Maintenance System.

The storage and retention of the Client Master File is as described in Section 16.01.08.

3. Original Applications File. The Original Applications File has one record for each application ever processed by the system. The records are kept in sequence by I.D. number.

The information contained in the Original Applications File pertains to the date of the original application and is not changed as the facts about the household change over time. Corrections to this file are made only to compensate for data entry errors discovered after the fact.

The storage and retention procedures described in Section 16.01.08 apply to this file.

06 - Manual Procedures *

The inputs consist of verified Enrollment Applications and corrections to previously processed Enrollment Applications. The staff member makes an entry in the Enrollment Applications Data Entry Log and adds the batch to the stack of Enrollment Applications awaiting keypunching.

The staff member processes the Enrollment Applications on a first-in, first-out basis.

The keypunched Enrollment Application inputs are logged out and sent to the data center.

The data center runs the Edit Program and obtains the Edit List. If the list shows no errors, the data center continues processing. If there are errors, the HAO is notified, resolves the errors, and resubmits the corrected forms for normal processing during the next regular run.

* The detailed processing schedule described in this subsection is meant to serve as a guideline.

When the processing has been completed, the data center sends the inputs, outputs, and a copy of the new Original Enrollment Applications File to the Information Services Section, where they are verified and logged in. The outputs and the statistics included in the Management Information Report are examined to ascertain that the outputs are consistent with the numbers recorded in a log. Any discrepancies are investigated with the help of the data center and, if necessary, the system is rerun.

If the outputs appear to be correct, the staff member logs out the batch. Other HAO staff members review the outputs and if major errors in the processing are found, they return the batch for reprocessing. If the errors are minor, they prepare correction forms to be submitted with the next batch.

The keypunched input cards are stored along with the new back-up Original Enrollment Applications tape in the fireproof storage area. The old "grandfathers" for these files are retired (see Section 16.01.08), and the Tape Log is updated.

The Housing Allowance Office

MODEL: ENROLLMENT PROCESSOR DEACTIVATION LOG

EFFECTIVE DATE	TRANSACTION ID	CLIENT ID NUMBER	CARD CODE	NAME OF HEAD OF HOUSEHOLD (AS IN COMPUTER FILES)	ENROLLER ID NUMBER	COMMENTS
Card Columns	1-2	3-8	9-10	11-35	35-38	
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			
	ED		98			

The Housing Allowance Office

MODEL: ENROLLMENT PROCESSOR REACTIVATION LOG

EFFECTIVE DATE	TRANSACTION ID	CLIENT ID NUMBER	CARD CODE	NAME OF HEAD OF HOUSEHOLD (AS IN COMPUTER FILES)	ENROLLER ID NUMBER	COMMENTS
Card Columns	1-2	3-8	9-10	11-35	36-38	
	ER		99			
	ER		99			
	ER		99			
	ER		99			
	ER		99			
	ER		99			
	ER		99			
	ER		99			
	ER		99			
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	ER		99			
	ER		99			
	ER		99			
	ER		99			

CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.04 - COMPUTER SYSTEM: FILE MAINTENANCE01 - General Description

As described earlier, the Enrollment Applications Processor initiates a record for each eligible applicant in the Client Master File. This file plays a central role in the HAO Computer System. Each client's record in this master file is affected by a variety of financial and nonfinancial transactions. The Payments System described in Section 16.06 processes all financial transactions. All other inputs for the Client Master File are handled by the File Maintenance System. Some of these input transactions, such as semi-annual and annual recertifications, unit certifications and reevaluations, terminations, etc., correspond to specific milestones in the HAO-client relationship. Others, such as corrections to data entry errors, etc., are usual and customary file maintenance transactions.

The File Maintenance System processes both kinds of transactions and updates the Client Master File. Thus updated, each client's record in the master file reflects the latest available information about the household. Equally important is the "historical" information about clients and their dwelling units. This information is kept in the Transactions History File. All input transactions processed by the File Maintenance System are stored in the Transactions History File after they have been used to update the Client Master File. If necessary, it is thus possible to reconstruct the Client Master File at any time by starting with an earlier version of the master file and reprocessing the transactions stored in the Transactions History File.

The outputs of the File Maintenance System primarily consist of listings of transactions processed. These lists serve as audit trails and are used by the responsible staff to review the results of the processing and ensure that all inputs submitted by them have been correctly captured and processed.

Some of the inputs processed by the File Maintenance System affect the allowance entitlements and the corresponding monthly payment amounts. All such occurrences are also documented by the File Maintenance System through listings and notices.

The File Maintenance System is usually run on a weekly schedule after the Enrollment Application Processor System and before the Selective Listing System.

Exhibit 16.04-1 represents a summary flowchart of the File Maintenance System.

02 - Inputs

The File Maintenance System processes the following input forms:

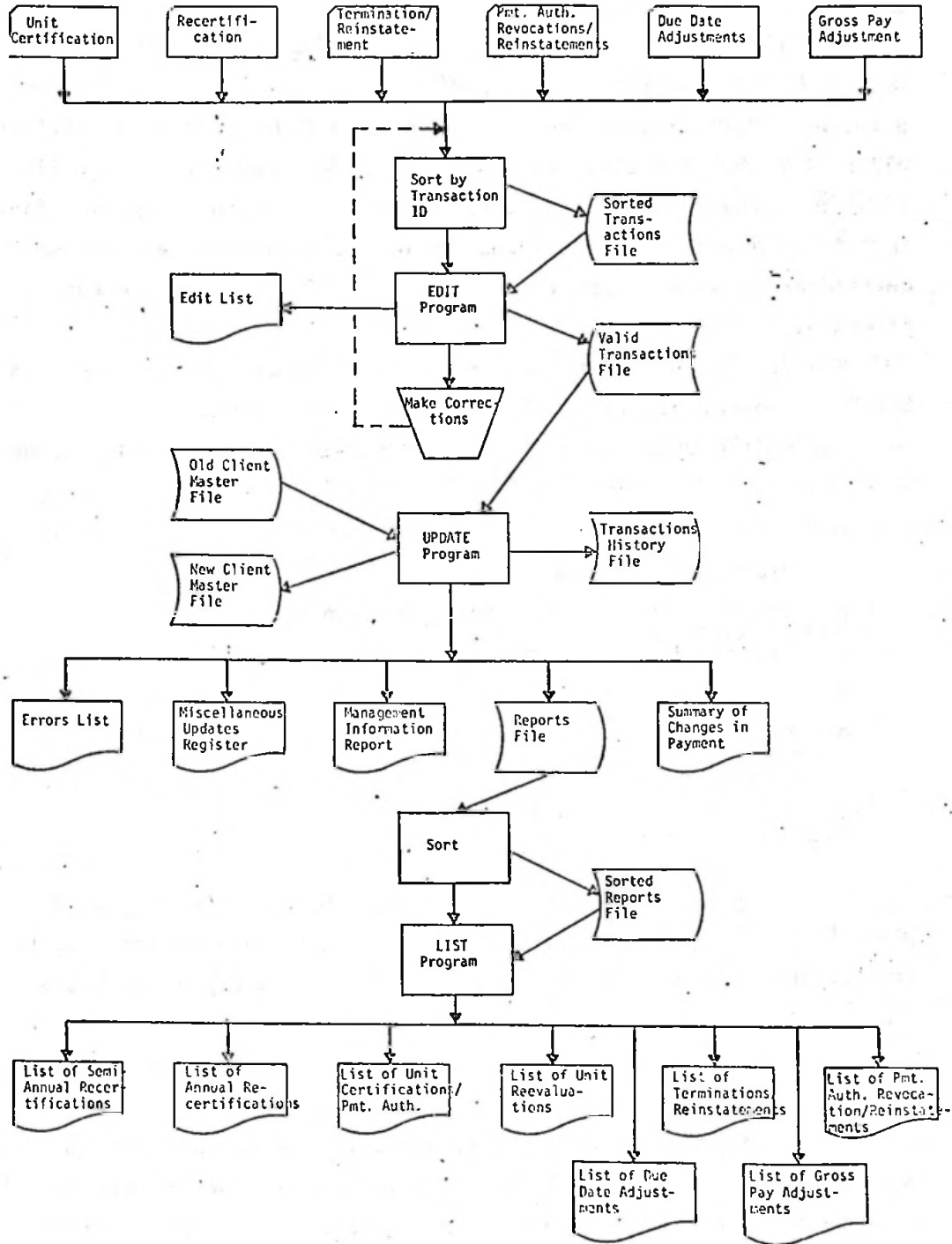
- o Housing Unit Certification Form (10.08-1) Transaction Code = 1.
- o Recertification Form (11.04-2) Transaction Code = 2.
- o Termination Form (15.03-1) Transaction Code = 3.
- o Reinstatement Log (15.04-2) Transaction Code = 3.
- o Payment Suspension/Reactivation Log (15.02-1) Transaction Code = 4.
- o Due Date Adjustments Log ---Transaction Code = 5.
- o Gross Pay Adjustment Form (13.04-2) Transaction Code = 6.

Each of these input forms can be put to several uses. The various uses of an input form are distinguished by the Usage Code as explained below for each input form. The forms themselves are identified with the Transaction Code.

The following data elements are keypunched at the beginning of each card for all input forms and all usages:

- o Client I.D.
- o Test Name (first 5 characters of the name of head of household).
- o Effective Date of the transaction.
- o Transaction Code.
- o Usage Code.
- o Card Code.

EXHIBIT 16.04-1: FILE MAINTENANCE SYSTEM FLOWCHART



These data elements taken together (in that order) constitute the Transaction I.D. All inputs are processed in ascending order by Transaction I.D.

1. Unit Certification Form (10.08-1) Transaction Code = 1. The Unit Certification Form consists of five parts and is used for several purposes. Part I serves as the Transaction I.D. Part II identifies the client for whom a housing evaluation is being requested. Part III identifies the housing unit to be evaluated and then being certified. Part IV contains the summary results of the evaluation and the unit certification data. Part V is filled out and constitutes a Payment Authorization.

The data elements captured from this form are indicated on the form itself and described in the instructions to the form.

The Unit Certification form has 8 possible usages as described below:

- o Usage Code = 1. Unit Certification/Payment Authorization.
- o Usage Code = 2. Annual Reevaluation.
- o Usage Code = 3. Unit Certification Updates.
- o Usage Code = 4. Error Corrections.
- o Usage Code = 5. Incomplete Unit Certifications.
- o Usage Code = 6. Error Correction for Income Unit Certification.
- o Usage Code = 7. Other.
- o Usage Code = 8. Reinstatement.

2. Recertification Form (11.04-2) Transaction Code = 2. As a general rule, only the transaction I.D. and the information that has changes are entered. The following special rules apply for Tables III, IV, V, and VI of the form. Each of these tables (V and VI are considered as one table) can be used in one of two modes by checking the appropriate box at the top of the table. When the 'REPLACE' mode is checked, the entire contents of the table are reentered. For example, if Table IV is used in this mode, all of the asset information previously stored in the Client Master File is cleared and replaced by the contents of the input table. When the 'UPDATE' mode is checked, specific lines in the table can be added, deleted, or modified, as follows:

- o Table III: The updating rules for Table III are as explained in 16.03.02 under Corrections to the Enrollment Application.
- o Table IV:
 - To delete a line, the asset code with amount = \$0 is entered. This will delete all assets with that particular asset code.
 - To add a line, the asset code with the appropriate amount is entered. This will first delete all assets with that particular asset code.
 - To change a line, the asset code with the new amount is entered. This will also first delete all assets with that particular asset code.
 - When a deletion, addition, or change is made, the new total assets value is also entered to allow the system to perform an internal accuracy check.
- o Tables V, VI:
 - (These two tables are considered as a single table.)
 - To delete a line, the member number, income/deduction code, with past 12 month amount equal to \$0 are entered. This will delete all lines with that particular combination of member number and income/deduction code.
 - To add a line, the member number, income/deduction code the past 12 month amount are entered. This will first delete all previous lines with that particular combination of member number and income/deduction code.
 - To change a line, the member number, income/deduction code, and the correct next 12 month amounts are entered. This will, also, first delete all lines with that particular combination of member number and income/deduction code.

- When a deletion, addition, or change is made, the new next 12-month adjusted gross income and the new maximum allowance entitlement are also entered to allow the system to perform an internal accuracy check.

The above rules apply under all of the recertification form usage codes listed below:

- o Usage Code = 1, Semi-annual recertification.
- o Usage Code = 2, Annual recertification.
- o Usage Code = 3, Special recertification.
- o Usage Code = 4, Recertification update.
- o Usage Code = 5, Error correction.
- o Usage Code = 6, Verification update.
- o Usage Code = 7, Reinstatement recertification.

The semi-annual, annual, and special recertifications are described in Sections 11.04, 11.05, and 11.06, respectively. All changes in household information (such as changes in mailing address, telephone numbers, name of payee, housing expenses, etc.) which must be processed between the scheduled recertifications and which do not require a special recertification are processed as recertification updates.

3. Termination Form (15.03-1) and Reinstatements Log (Form 15.04-2), Transaction Code = 3. The Termination Form and the Reinstatements Log described in Sections 15.03 and 15.04 is processed on a weekly basis and constitutes an input to the File Maintenance System. The following data elements are keypunched for input:

- o Client I.D.
- o Test Name.
- o Effective Date.
- o Transaction Code (= 3).
- o Usage Code (1 = Termination; 2 = Reinstatement; 3 = Error Correction).

- o Card Code.
- o Reason Code for termination or reinstatement.

A termination automatically implies suspension of payments. However, the converse is not true. Reinstatement of a client must be followed by a separate payment reactivation (see below) to resume payments.

4. Payment Suspension/Reactivation. The Payment Suspension/Reactivation Log (Form 15.02-1) described in Section 15.02 is processed to resume payments previously suspended. The following data elements are keypunched for input:

- o Client I.D.
- o Test Name.
- o Transaction Code (= 4).
- o Usage Code (1 = Suspension; 2 = Reactivation; 3 = Error Correction).
- o Card Code.
- o Reason Code for suspension.

A suspension does not cause the system to lose the amount of the allowance. A reactivation implies a return to the allowance entitlement prevailing at the time of the suspension.

5. Due Date Adjustments Log Transaction Code = 5. This log is used to postpone some clients' due dates for recertification or for annual unit reevaluation. The following data elements are captured from this form:

- o Client I.D.
- o Test Name.
- o Effective Date.
- o Transaction Code (= 5).
- o Usage Code (1 = Actual Adjustment; 2 = Error Correction).
- o Card Code.

- o New reevaluation due date.
- o New annual recertification date.

These adjustments are processed as follows. If a new annual recertification due date is entered, the annual recertification stored in the file is changed to that new date and the semi-annual recertification due date is also shifted by an equal number of days. If a new annual reevaluation due date is entered, the annual reevaluation due date stored in the file is set to that new date. If either the reevaluation or the recertification due date is left blank in the input form, the corresponding date in the file is left unchanged.

6. Gross Pay Adjustment (Form 13.04-2) Transaction Code = 6.

The use of this form is described in Section 13.04. The following data elements are keypunched for input to the system:

- o Client I.D.
- o Test Name.
- o Effective Date.
- o Transaction Code (= 6).
- o Usage Code (1 = Original; 2 = Error Correction).
- o 'Floor' Amount.
- o 'Ceiling' Amount.

7. Miscellaneous Updates Log (Form 16.04-1). The update and error correction capabilities described in conjunction with the above input forms can be submitted to the system (i.e., to keypunching) by using the main form itself or by using the Miscellaneous Update Log.

The system does not distinguish inputs submitted with this Log from similar inputs submitted on the original form.

Following the Transaction I.D. section, the data elements to be updated or corrected are recorded in the appropriate columns, using the keypunch card column numbers for these data elements as shown in the main forms.

03 - Computerized Functions*

The File Maintenance System performs its functions with the following program modules:

1. Sort. The inputs described above are sorted by transaction I.D.:
 - o Client I.D.
 - o Test Name (first 5 characters of head of household).
 - o Effective date of the transaction.
 - o Transaction Code.
 - o Usage Code.

to produce the sorted transactions file.

2. Edit Program. This program edits the sorted transactions file and lists the transactions in the Edit List. Each data element in each input is checked for validity and consistency with other data elements of the same input.

Inputs that satisfy all edit checks are added to the Valid Transactions File. If no errors are found in any of the inputs, the system proceeds to the next step. Otherwise, the computer processing stops to allow manual corrections to be made. Corrected inputs are reentered and reedited. If the reediting results in no further errors, the input transaction is appended to the inputs file. This process is reiterated until all inputs have been accepted by the system. Inputs that cannot be corrected within a few hours are removed and resubmitted the following week.

3. Update. This program processes the Valid Transactions File against the old Client Master File to produce the new Client Master File. The program also appends the processed inputs to the Transactions History File.

The Update Program is used to perform the following specific tasks:

* This subsection is of a rather technical nature and may be skipped without impairing the continuity of the section.

1. For unit certifications:
 - o Check that the client is eligible (i.e., already represented on the Client Master File and has not been terminated). If not, reject the input and list it in the Error Rejects List.
 - o Update the Unit Certification Section of the Client Master record by storing the data elements of the Unit Certification Form.
 - o Compute gross pay based on the previously calculated maximum allowance entitlement and the actual housing expenses entered via the Unit Certification Form.
 - o Set the payment authorization field.
 - o Write an entry to the output List of Unit Certifications/ New Payment Authorizations.
 - o Write an entry to the Summary of Changes in Payments.
 - o Write an entry to the Notice of Changes Report.
2. For recertifications:
 - o Check that the client is on the Client Master File and has not been terminated. If not, reject the input and list it in the Error Rejects List.
 - o Update the date of last recertification and recertification flag data elements in the household certification section of the record.
 - o Update the household size and composition section of the Client Master record to reflect changes in the household size and composition.
 - o Update the incomes section of the record to reflect any changes in income, assets, or deductions.
 - o Recompute and update the maximum allowance entitlement, allowance entitlement, and the payment amount fields.
 - o Update the housing expense data.
 - o Write an entry to the Summary of Changes in Payment.
 - o Print a Notice of Change in Payment.
3. For unit reevaluations:
 - o Check that the client is on the Client Master File and has not been terminated.

- o Check that the client household and its residence are certified. Otherwise, reject the input and list it in the Error Rejects List.
 - o Update the unit certification section of the Client Master record by updating the date of last evaluation, approval/rejection code, serial number of Form 12.03-2, and unit recertification.
 - o Write an entry to the output List of Unit Reevaluations.
4. For payment suspensions/reactivations:
- o Check that the client's payment status is consistent with the attempted action. Otherwise, reject the input and list it in the Error Rejects List.
 - o Update the payment status of the client.
 - o Write an entry to the List of Payment Suspensions/Reactivations.
 - o Write an entry to the Summary of Changes in Payment.
5. For terminations and reinstatements:
- o Check that the status field in the household identification section of the record is consistent with the attempted update.* Otherwise, reject the input and list it in the Error Rejects List.
 - o Update the status and the date of last status change fields.
 - o Write an entry to the output List of Terminations/Reinstatements.
 - o Write an entry to the Summary of Changes in Payment.
 - o Print a Notice of Change in Payment if the client is authorized at the time of termination.
6. For miscellaneous updates:
- o Determine whether the update is permissible and valid. The specific validity checks vary with each field. If the update is not valid, reject it and list it in the Error Rejects List.
 - o Update.

* For example, if a recipient is being reinstated, he must have been previously terminated.

- o List the old and new values of the updated field in the List of Miscellaneous Updates.
 - o Recompute the maximum allowance entitlement, the allowance entitlement, or the payment amount as necessary.
 - o Write an entry to the Summary of Changes in Payments, if necessary.
7. For reinstatement recertifications:
- o Check that the client is on the Client Master File and has not been terminated. If not, reject the input and list it in the Error Rejects List.
 - o Update the date of last recertification and recertification flag data elements in the household certification section of the record.
 - o Update the household size and composition section of the Client Master record to reflect changes in the household size and composition.
 - o Update the incomes section of the record to reflect any changes in income, assets, or deductions.
 - o Update the housing expense data.
 - o Recompute the dates for semi-annual and annual recertification based on Step 2 (date of recertification). Recertification dates are rounded back to the first of the month.

All processed inputs, excluding error rejects, are appended to the Transactions History File.

4. Sort. This sort takes the lists of transactions processed and orders them by effective date within head of household name.

04 - Outputs

The File Maintenance System may produce the following outputs (HAO management may decide to suppress some of these outputs and may produce others by special programs to meet new administrative needs):

1. Edit List. This list is produced by the Edit Program and shows all the inputs as read by the system.

Rejected inputs are flagged with the appropriate error message. The Edit List is used to make the necessary corrections to inputs that were in error.

2. Errors List. This list is produced by the Update Program. Unlike errors in the Edit List, the transactions in the Errors List are valid in themselves but inconsistent with the contents of the old Client Master File.

3. List of Miscellaneous Updates. This list shows the miscellaneous updates processed by the File Maintenance System. For each record affected, the list shows the values of the updated fields before and after the update. The entries are ordered by client I.D. number and by field number within the same client record.

This list is used to verify that the miscellaneous update requests submitted to him were processed properly.

4. Management Information Report. This report may include the statistics listed below as they pertain to the particular weekly run of the File Maintenance System:

- o Total error rejects.
- o Total initial unit certifications processed (incremental and cumulative).
- o Total repeat unit certifications processed (incremental and cumulative).
- o Total incomplete unit certifications (incremental and cumulative).
- o Total incomplete unit certification error corrections (incremental and cumulative).
- o Total semi-annual recertifications processed (incremental and cumulative).
- o Total annual recertifications processed (incremental and cumulative).
- o Total number of changes in status by type (incremental and cumulative).
- o Total number of changes in payment authorization by type (incremental and cumulative).

- o Total number of due date adjustments by type (incremental and cumulative).
- o Total number of gross payment adjustments by type (incremental and cumulative).
- o Number of reevaluations processed (incremental and cumulative), by Pass, Fail, and Total.
- o Total number of miscellaneous updates processed, by type.

From time to time, special programs may also be written to modify established reports or to produce other statistical reports which the HAO finds useful.

5. Summary of Changes in Payment. Clients whose maximum allowance entitlement, allowance entitlement, or payment amount have changed as a result of the inputs processed by the File Maintenance run for the previous week are listed in this report. Any of the following inputs may have caused a change listed in the report:

- o Unit certification/new payment authorization.
- o Recertifications.
- o Payment suspensions/reactivations.
- o Terminations/reinstatements.
- o Miscellaneous updates.

The information shown in the Summary of Changes in Payment may consist of the following:

- o Client I.D. number.
- o Source of change (which caused input).
- o Effective date of change.
- o Previous maximum allowance entitlement.
- o New maximum allowance entitlement.
- o Change in maximum allowance entitlement.
- o Previous housing expenses.
- o New monthly expenses.
- o Change in monthly expenses.

- o Previous gross payment amount.
- o New gross payment amount.
- o Change in gross payment amount.

For a particular client many of the above entries may not be applicable. Not included in this report are changes in monthly adjustment amount resulting from new advances made to the client or from other debits and credits to the client's outstanding as well as direct changes to the rate at which the client is to pay off his outstanding balance; such changes are processed by the Payments System (see Section 16.06).

The entries in the Summary of Changes in Payment are arranged in client I.D. number order, and the listing is concluded by the following:

- o Total change in maximum allowance entitlement.
- o Total change in monthly expenses.
- o Total change in gross payment amounts.

This report may be used by the payments specialists in reconciling the differences in grand totals in the disbursement registers for two consecutive months.

6. List of Semi-Annual Recertifications. This list shows all semi-annual recertifications processed by the File Maintenance System in chronological order by due date and, within due date, in alphabetical order by name of head of household. The input information and any changes in allowance amounts are included for each entry in this list. The total number of semi-annual recertifications processed is shown at the bottom of the list.

The Semi-Annual Recertifications List is used to audit the accuracy and completeness of the processing of Semi-Annual Recertification Forms by the File Maintenance System.

7. List of Annual Recertifications. This list is similar to the List of Semi-Annual Recertifications described above.

8. List of Unit Certifications/New Payment Authorizations. This list shows all the unit certifications processed in the last run of the File Maintenance System. The information listed is the same as in the

input Unit Certification/New Payment Authorization Forms but also includes maximum allowance entitlement and allowance entitlement.

The total number of unit certifications processed is also computed and displayed. The entries in the list are ordered by date of certification and alphabetically within the same date.

The payment amount received by the household in any given month may differ from the amounts shown in this list if any adjustments are made for repayment of advances and/or settlement of past over- or underpayments.

The List of Unit Certifications/New Payment Authorizations is concluded with the following:

- o Total new maximum allowance entitlements.
- o Total new monthly payments.

9. List of Unit Reevaluations. This list shows all unit reevaluations processed by the File Maintenance System during the weekly run. The entries are in chronological order by due date of reevaluation and in alphabetical order within the same date. Each entry includes the following information.

- o Client I.D. number.
- o Name of head of household.
- o Date of reevaluation.
- o Serial number of Evaluation Form (12.03-1).
- o Accept/reject code (showing cause of rejection).

The List of Unit Reevaluations and the corresponding source documents (i.e., the Unit Reevaluation Logs) are checked for accuracy and completeness.

10. List of Terminations and Reinstatements. This list shows all terminations and reinstatements processed by the File Maintenance System during the weekly run.

The entries are in chronological order by date of termination or reinstatement and in alphabetical order within the same date. Each entry includes the following information:

- o Client I.D. number.
- o Name of head of household.
- o Termination or reinstatement code.
- o Effective date of termination or reinstatement.
- o Reason for termination or reinstatement.
- o Monthly allowance entitlement at time of action.

The List of Terminations and Reinstatements and the corresponding copy of the Termination Form (Form 15.03-1) and the Reinstatement Log (Form 15.04-2) are verified against the original log.

11. List of Payment Suspensions/Reactivations. This list shows all payment authorization revocations and reinstatements processed by the File Maintenance System during the weekly' run. The entries are in chronological order by effective date of the action and in alphabetical order within the same date. Each entry includes the following information:

- o Client I.D. number.
- o Name of head of household.
- o Suspension or reactivation code.
- o Effective date.
- o Reason for suspension.
- o Allowance entitlement at the time of suspension.

The List of Payment Suspensions/Reactivations and the corresponding copy of a manual input log is checked with the original log.

12. List of Due Date Adjustments. This is a list of all due date adjustments processed by the File Maintenance System during the last run. Each entry includes:

- o Client I.D. number.
- o Head of household name.

- o Update/correction code.
- o Unit reevaluation date.
- o Reevaluation change.
- o Annual recertification date.
- o Recertification change.
- o Effective date.

The following totals will be shown at the end of the report:

- o Total number of recertification due date changes.
- o Total number of reevaluation due date changes.
- o Total number of error corrections.

13. List of Gross Pay Adjustments. This is a list of all gross pay adjustments processed since the last computer run. Each entry includes:

- o Client I.D. number.
- o Test name.
- o Effective date.
- o Transaction Code (61 = new, 62 = correct).
- o Name of head of household.
- o Floor.
- o Ceiling.

05 - Automated Files

The following automated files are used by the File Maintenance System:

1. New Transactions File. This file contains the information from the various input forms described above. Inputs are in card image form with a special code indicating the specific transactions (i.e., input) type.

As a temporary work file, the system deletes the New Transactions File as soon as the processing is completed.

2. Transactions History File. The Transactions History File is built up by collecting the inputs from each weekly batch. The record contents of the Transactions History File would, therefore, be the same as the Inputs File, but also include the date on which the transaction was processed by the Computer System.

The file is not kept in any specific sequence; it will evolve by the addition of each week's new transactions to the end of the previous week's copy of the file.

The storage and retention procedures for this file are the same as those that apply to all permanent files of the system; these procedures are described in Section 16.01.08.

3. Client Master File. See Section 16.03.05.

06 - Manual Procedures*

The inputs, consisting of Unit Certification Forms, Recertification Forms, the Payment Suspension/Reactivations Log, the Termination Form and the Reinstatements Log, and Miscellaneous Update Forms, are received by Information Services staff on a daily basis. The daily inputs are recorded with appropriate entries to the appropriate data entry logs.

The forms are keypunched and verified on a first-in, first-out basis. Inputs received on a given day are not keypunched until all previously received inputs have been keypunched. The staff member fills out the bottom of the appropriate data entry logs and sends the keypunched inputs to the data center.

The data center runs the Edit Program and obtains the Edit List. If the list shows no errors, the data center continues processing. If there are errors, the HAO is notified, resolves the error, and resubmits the corrected forms for normal processing during the next regular run.

After the inputs have been fully edited, and after the week's Enrollment Applications have been successfully processed, the data center completes the processing of the File Maintenance System and sends the

*The detailed processing schedule described in this subsection is meant to serve as a guideline.

keypunched inputs, outputs, and copies of the new Client Master File and new current segment of the Transactions History File (see Section 16.01.08) to the HAO.

The staff member receives the package, verifies that it is complete, and records the receipt on the File Maintenance Processing Log (Form 16.04-3). He then examines the outputs to make sure that they are consistent with the numbers recorded in the Data Entry Logs. If he notices any discrepancies, they are investigated with the help of the data center's systems analysts and, if necessary, the system is rerun.

If the outputs appear to be correct, the batches are logged out on the File Maintenance Processing Log (Form 16.04-3) and the source documents and related outputs are returned to the various HAO sections who review their respective outputs thoroughly. If major errors are discovered in the processing of a batch, it may require a rerun of the week's File Maintenance processing. For minor errors, Miscellaneous Update Forms are prepared and submitted to be processed the following week.

The keypunched input tape, the new Client Master File tape, and the new Transactions History File tape are stored in the fireproof storage area, the old "grandfathers" for these files (see Section 16.01.08) are retired, and the Tape Log is updated.*

* To be provided as part of System User's Manual.

The Housing Allowance Office									
MODEL: UNIT CERTIFICATIONS DATA ENTRY LOG									
	Client I.D. No.	Date	Type	Client I.D. No.	Date	Type	Client I.D. No.	Date	Type
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
Week ending _____		Total number _____			Submitted to Data Center _____		(date; time)		

Usages (see Form 10.03-1)

Form 16.04-2

The Housing Allowance Office

MODEL: FILE MAINTENANCE PROCESSING LOG

Reprocessing: Yes _____ Submitted to Data Center _____
(date;time)

No _____ Input Tape No. _____
(date;time)

Received from Data Center for error correction _____
(date;time)(date;time)

Returned to Data Center for error correction _____
(date;time)(date;time)

Completed job received from Data Center _____
(date;time)

Client Master File Tape No. _____

Transactions History File Tape No. _____

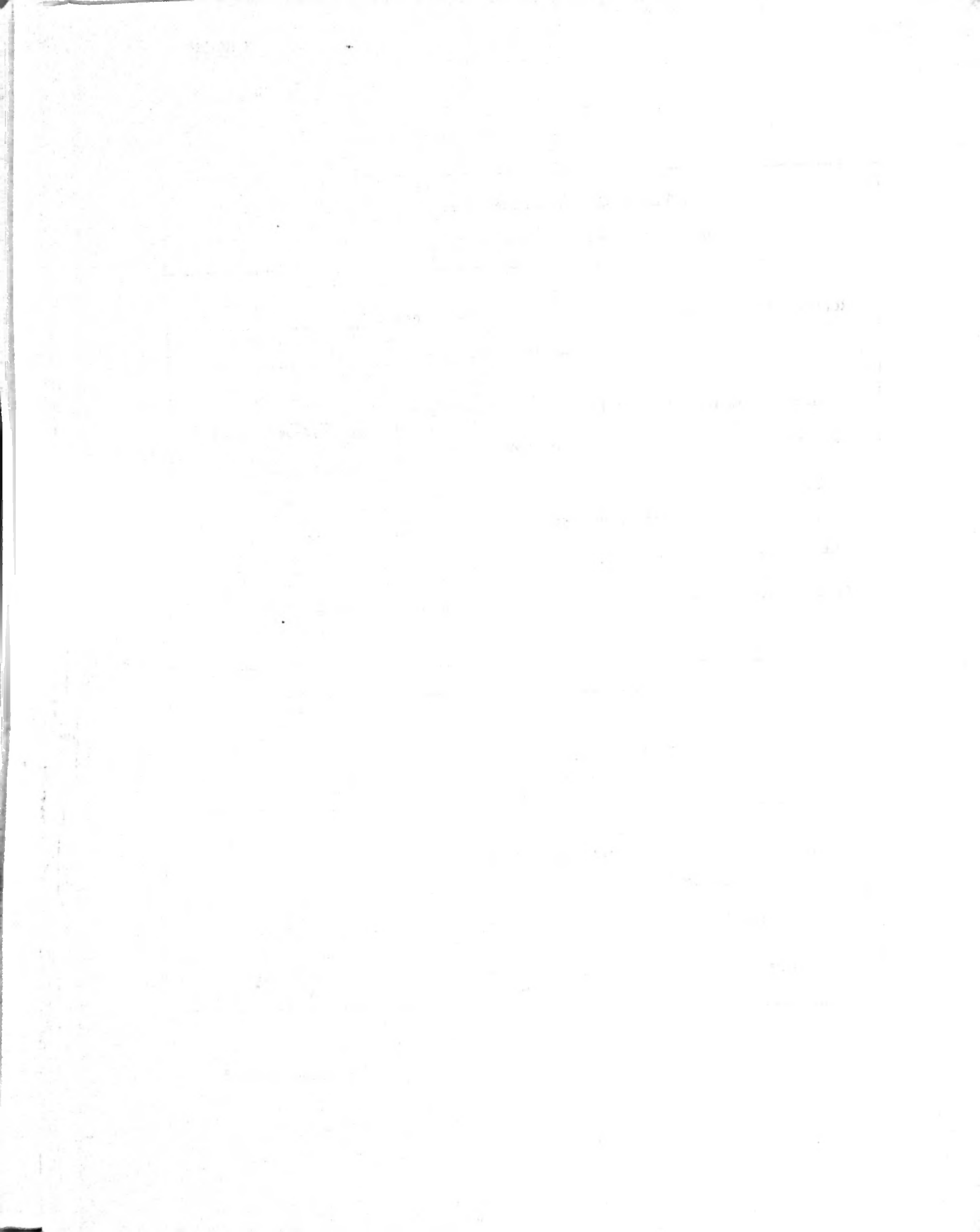
Remarks: _____

Source documents and outputs returned to:

Certification Section _____
(date;time) (initials)

Housing Evaluation Section _____
(date;time) (initials)

Chief of Client Services _____
(date;time) (initials)



CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.05 - COMPUTER SYSTEM: SELECTIVE LISTING01 - General Description

Immediately following each weekly processing by the File Maintenance System, the Selective Listing System is run to facilitate the day-to-day activities of the HAO.

The Selective Listing System, which requires no manual inputs, produces selective listings and notices from the Client Master File based on each client's status with respect to recertification, reevaluation, etc. The Semi-annual Recertification Forms are also initiated by the Selective Listing System.

The various lists produced by the system display activity-related totals and other statistics that may be useful in evaluating and predicting the day-to-day work load of the HAO.

The flowchart shown in Exhibit 16.05-1 summarizes the Selective Listing System.

02 - Computerized Functions^{*}

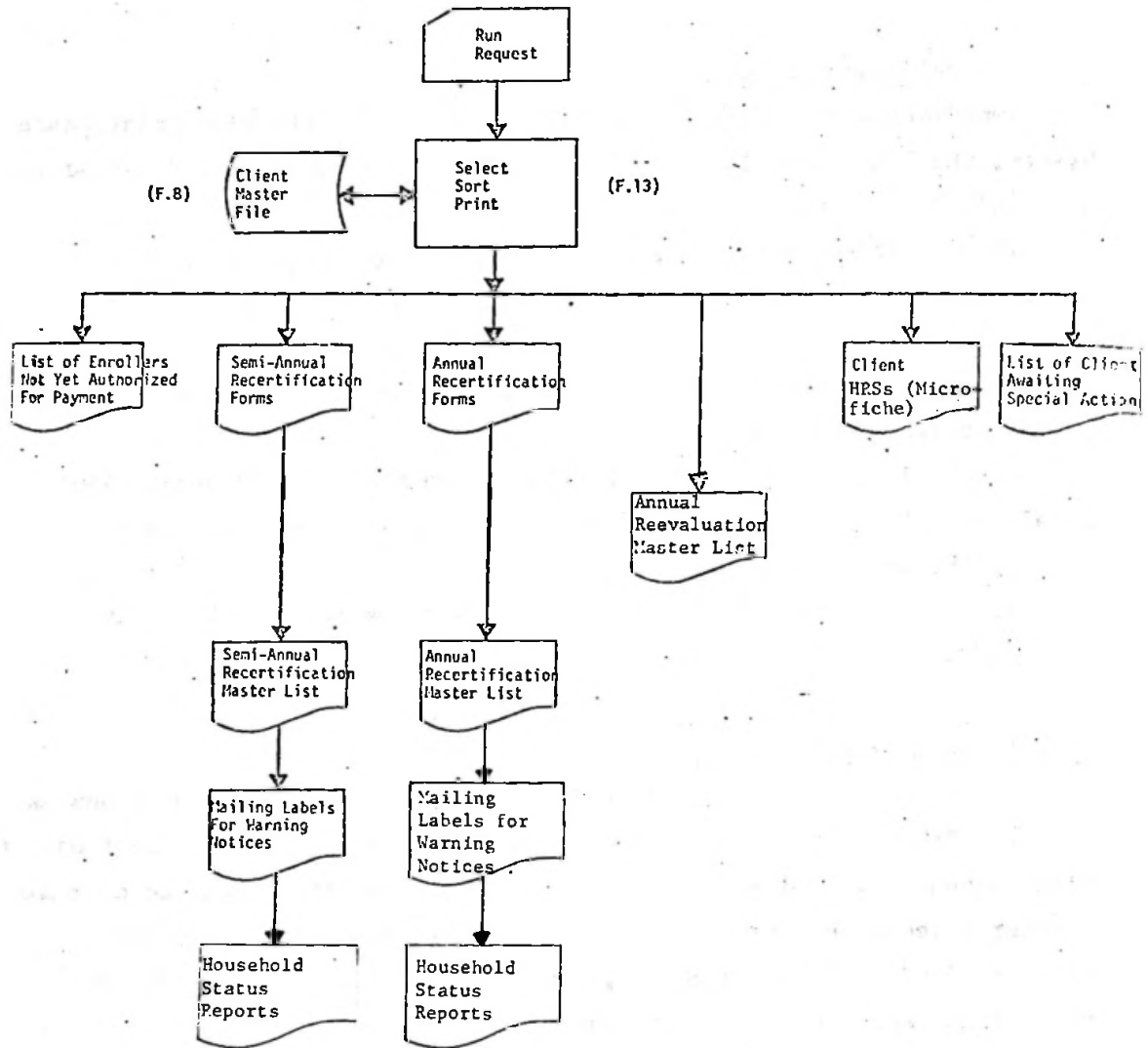
The Selective Listing System performs its functions in three phases:

1. Select Phase. In this phase, the program reads the Client Master File sequentially and applies the appropriate selection logic to determine whether a record belongs in any of the outputs described below (Section 16.05.03). For each output, the appropriate information is extracted and added to the corresponding output file.

In most cases, the selection and extraction process is accompanied by the setting of appropriate flags in the Master File to indicate that

^{*} This subsection is of a rather technical nature and may be skipped without impairing the continuity of the section.

EXHIBIT 16.05-1: SELECTIVE LISTING SYSTEM FLOWCHART



the record was selected. These flags are used to avoid unnecessary selection of the same records in a subsequent run of the Selective Listing System. For example, when a client is selected for inclusion in the Annual Recertification Scheduling Roster, a flag is added to the client's record. At the following run of the system, the same client is not selected for the Annual Recertification Scheduling Roster, even though the client may still be due for recertification.

2. Sort Phase. Each output file produced during the Select Phase is sorted into the order specified below in the description of the outputs.

3. Print Phase. In this phase, the program passes the sorted output files, in the order described below, provides format for the contents of the file, and produces the outputs.

03 - Outputs

Outputs produced by the Selective Listing System may include (HAO management may decide to suppress some of these outputs and produce others by special programs to meet new administrative needs):

1. List of Enrollees Not Yet Authorized for Payment. Clients who have signed the Participation Agreement but who have not yet received the payment authorization are listed in this report. These clients are listed in two different orders: alphabetically by the name of the head of household and by the date of Participation Agreement. For each entry, the report shows the following information:

- o Client I.D. number.
- o Name of head of household.
- o Mailing address
- o Telephone numbers (work and home).
- o Homeowner/renter code.
- o Maximum allowance entitlement.
- o Date of Participation Agreement.

This report reflects at any given time the lags from participation to payment authorization. It is used by the HAO management in evaluating

processing procedures. For this purpose, this report includes a total of maximum allowance entitlements listed.

2. Semi-Annual Recertification Forms. For each client due for semi-annual recertification, within three weeks the computer fills out the appropriate section of the recertification form (Form 11.04-2). The forms are printed in chronological order by due date and alphabetically within the same due date. The forms are reviewed and mailed to the clients. The client is asked to review the information printed by the computer, make all necessary corrections due to changes since the last certification, and return the form to the HAO office.

3. Semi-Annual Recertification Master List. This list is ordered chronologically by due date and alphabetically by name of head of household within each date; it contains all clients due for semi-annual recertification, including clients previously listed but who have not yet had their semi-annual recertification form processed. Each printing of this report therefore represents a complete list. For each entry, the following information is shown:

- o Client I.D. number.
- o Name of head of household.
- o Due date for semi-annual recertification.
- o Payment status.

Clients who have failed to submit their recertification form before their due date are specially flagged.

4. Semi-Annual Mailing Labels. For each client for whom a semi-annual recertification form is printed, the computer prints mailing labels to be used in mailings to clients. The mailing labels are produced in the same order as the roster and master list described above.

5. Household Status Reports (HSR) for Semi-Annual Recertifications. For each client due for a semi-annual recertification, an HSR is printed containing the most recent information the HAO has about each household. The HSR is used as a guideline for comparison with completed SARFs.

6. Annual Recertification Master List. This list is similar to the Semi-Annual Recertification Master List. It is a chronologically

ordered list of all clients due for annual recertification, including clients previously listed but who have not yet had their annual recertification form processed. For each entry, the following information is shown:

- o Client I.D. number.
- o Name of head of household.
- o Due date for annual recertification.
- o Payment status.

This list is used to monitor the annual recertification process.

7. Annual Recertification Mailing Labels. For each client due for an annual interview, the computer prints mailing labels to be used in correspondence to that household.

8. Household Status Reports (HSR) for Annual Recertification. For each client due for an annual interview, an HSR is printed containing the most recent information the HAO has about the household. The HSR is used as a guideline during the interview.

9. Annual Reevaluations Master List. This list is ordered by reevaluation due date and alphabetically by name of head of household within each due date. It contains all units due for reevaluation, including units previously listed but which remain due for reevaluation. For each entry, the following information may be shown:

- o Client I.D. number.
- o Name of head of household.
- o Unit number.
- o Due date for reevaluation.
- o Elapsed days since due date.
- o Date unit failed.

A status flag indicates that the unit has not yet been reevaluated or that it has been reevaluated but found deficient.

10. Client HSRs. HSRs are produced in as many copies as needed for all active clients and those recently terminated. Each entry shows all pertinent information from the computer file.

11. List of Clients Awaiting Special Action. This list displays each Client Master File record where an inconsistency has occurred in the system and needs to be resolved by submitting a transition. An example would be a record that was put on the Client Master File by the Enrollment Applications Processor because the client was eligible. Later a correction is made to the Original Applications File on assets making the client ineligible. Unfortunately the Client Master File may have been updated by a transaction such as a Unit Certification Form making it impossible for the Enrollment Applications Processor to correct the Client Master File record. The Enrollment Applications Processor can only set a flag in the Client Master File record to note the current inconsistency between the Original Applications File and the Client Master File. This list is used to identify the inconsistencies between files.

04 - Automated Files

The Selective Listing System uses the Client Master File. This file is described in Section 16.03.5.

05 - Manual Procedures*

After the File Maintenance Processor is run, the data center processes the Selective Listing System.

When the Selective Listing System has been processed, the data center forwards the outputs and a copy of the new Client Master File and Transactions History File for storage.

The appropriate staff member receives the package and records the receipt on the Selective Listing Processing Log (Form 16.05-1). The package is verified as being complete and the outputs are examined to make sure that they appear reasonable. Any problems are investigated with the help of the data center and, if necessary, the system is rerun.

If the outputs appear to be correct, the staff member distributes them and obtains the initials of the authorized staff members receiving them.

*The detailed processing schedule described in this subsection is meant to serve as a guideline.

These staff members review their respective outputs thoroughly. If they discover major errors, they may require a rerun of the week's Selective Listing System processing. For minor errors they prepare and submit Miscellaneous Update Forms to be processed the following week.

The new Client Master File tape is stored in the fireproof storage area, the old "grandfathers" for this file (see Section 16.01.08) are retired, and the Tape Log is updated.*

* To be provided as part of the *System User's Manual*.

CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.06 - COMPUTER SYSTEM: PAYMENTS01 - General Description

The Payments System processes all financial transactions between the HAO and its clients. Some of these transactions, such as first month's payments, advances, adjustments, receipts from clients, etc., are manual transactions and are input to the Payments System to keep a complete and accurate record of all HAO-client transactions. However, the majority of financial transactions consisting of regular allowance payments are generated by the Payments System itself and therefore do not require any inputs. The system generates payments based on information contained in the Client Master File that is updated by the File Maintenance System.

As these transactions are processed, the system updates each Client's Master File by posting the transactions to a variety of aggregative fields, such as total gross payments (before deductions), total advances, total deductions, etc.

Records of individual transactions are not stored in the Client Master File but in a separate Payments History File. Each record in the Payments History File is coded by type of transaction, such as manual check, refund, debit/credit memorandum and automated check. In addition, the relevant attributes of the client are also coded into each payment transaction. Examples of these coded client household attributes would be income group, household size, race, geographical area, housing unit type and size, age group, renter/homeowner status, etc. The Payments History File thus contains sufficient information, to cross-tabulate and analyze payment transactions in a variety of ways.

The Payments System produces, in addition to checks, a magnetic tape of all payments made for use by the data center in preparing the

reconciliation statement, a disbursements register, individual payment summaries by client, and several others reports described below.

Exhibits 16.06-1, 16.06-2, 16.06-3, and 16.06-4 represent in flow-chart form the four phases of the Payments System. These phases are described in Section 16.06.03 below.

02 - Inputs

The following types of inputs are processed:

1. Manual Payments. If a client household receives authorization for payment in the middle of a payment cycle, the specialists in charge of payments may prorate the first month's allowance and prepare a manual payment. Similarly, if the client household is authorized for an advance payment, the payments personnel may prepare a manual check.

These manual checks are prepared with a carbon copy. The original is mailed to the recipient and the copy is sent to Information Services in batches of 20 to 30 checks. After the copy has been keypunched and the data entered in the computer files, it is filed.

Each batch is headed with a batch control sheet showing the following information:

- o Batch number (entered sequentially by Information Services staff).
- o Check serial number range (e.g., 036501 to 036525).
- o Batch total net payment amounts.
- o Total number of checks in batch.

The checks within a batch are arranged in check number order. The following information is captured from the main body or stub of each check:

- o Check serial number.
- o Client I.D. number.
- o Name of payee.
- o Transaction type (i.e., manual payment, which is implied by the form type).
- o Date of transaction.
- o Gross Allowance Payment Amount.

EXHIBIT 16.06-1: PAYMENTS SYSTEM - PHASE I FLOWCHART

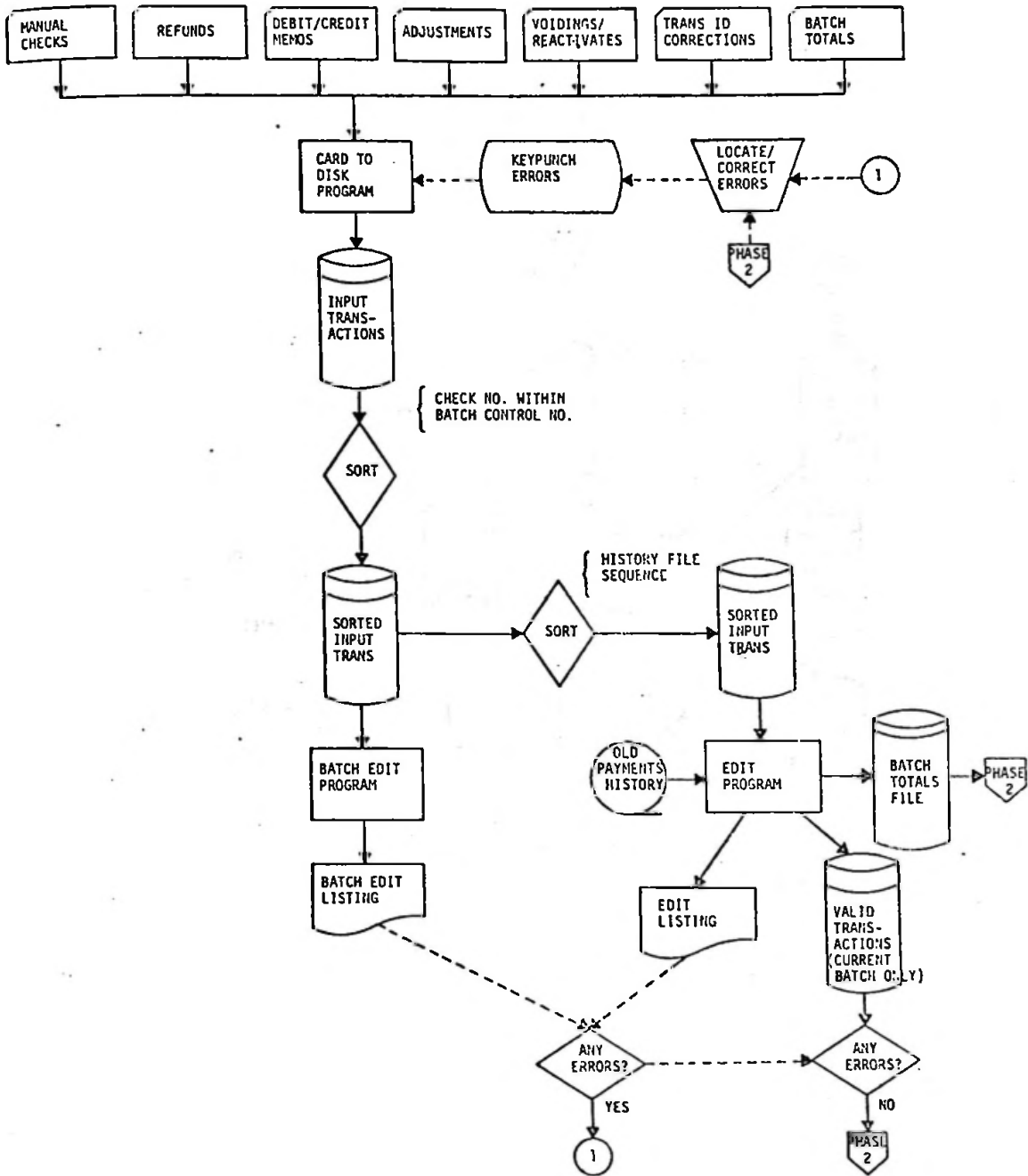


EXHIBIT 16.06(2) PAYMENTS SYSTEM - PHASE II FLOWCHART

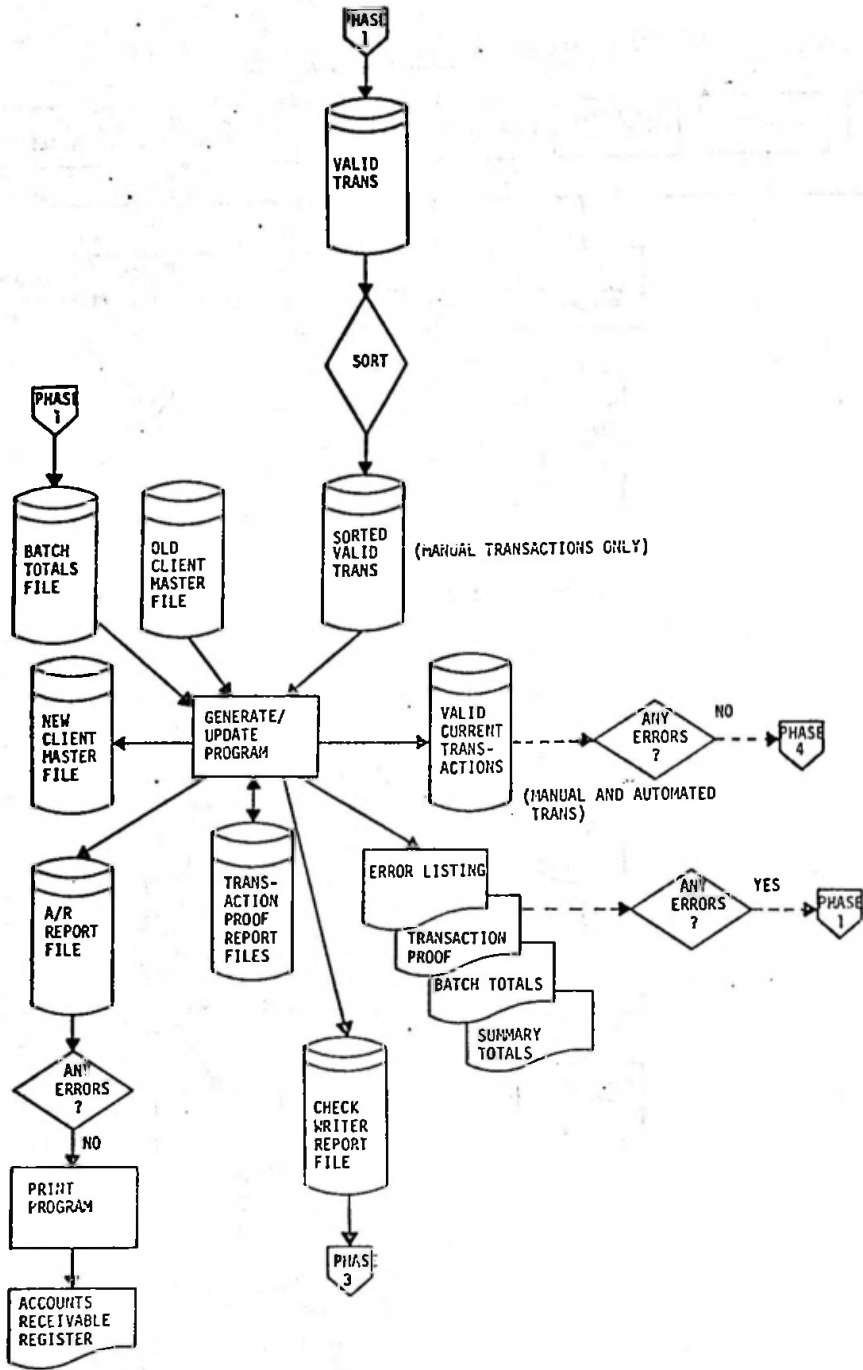


EXHIBIT 16.06-3: PAYMENTS SYSTEM - PHASE III FLOWCHART

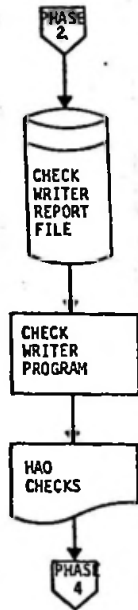
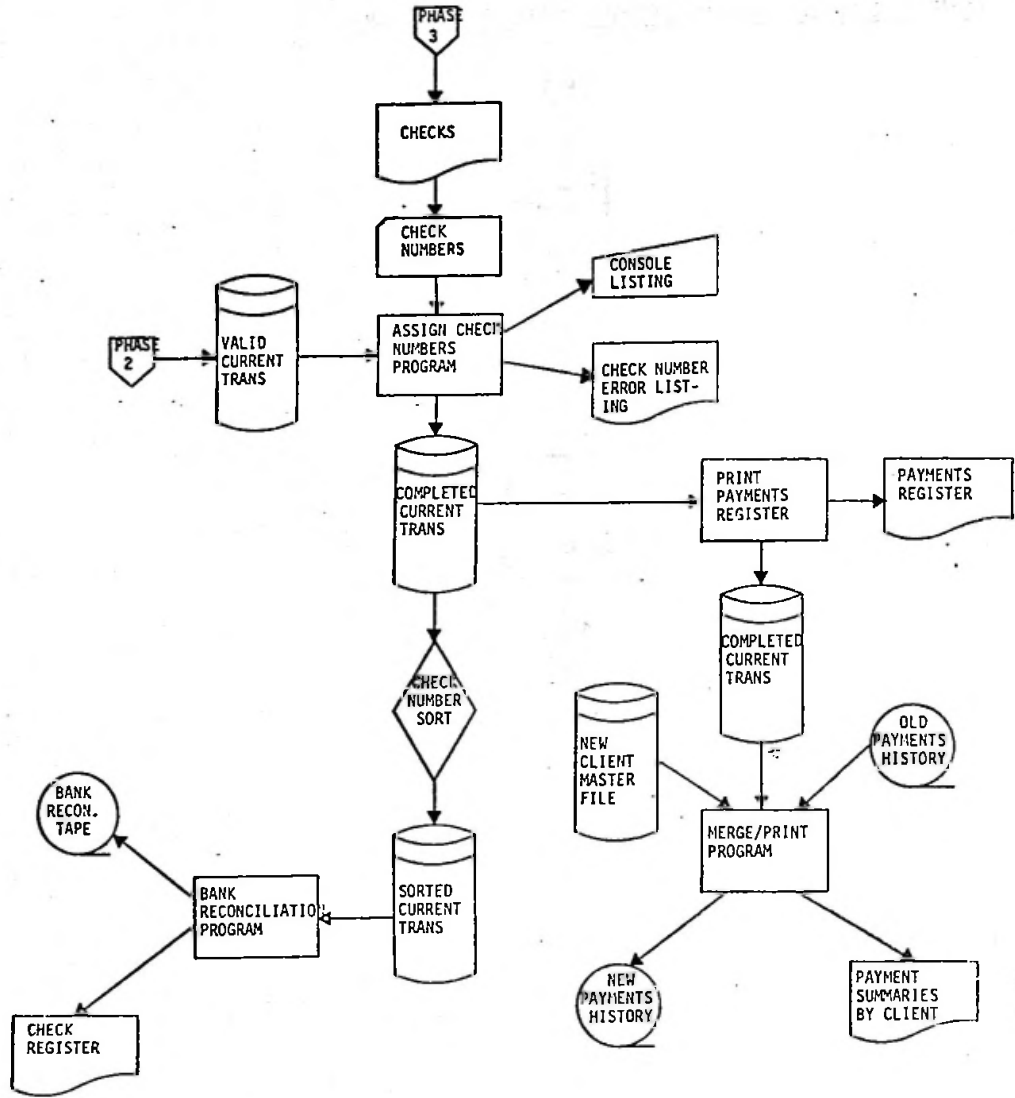


EXHIBIT 16.06-4: PAYMENTS SYSTEM - PHASE IV FLOWCHART



- o Advance Amount.
- o Over/Under payment amount.
- o Name of head of household (first 5 characters are used).

The data entry staff keypunches the manual payments directly from the carbon copies of the check. The information on the batch control sheets is also input to the Payments System.

2. Voiding Entries. For checks that are lost, destroyed, or otherwise voided by the HAO, a voiding entry is made on the Voiding Entries Log (Form 13.04-1) and input to the Payments System.

A distinction should be made between void checks and voiding entries. The latter are made only for transactions previously processed by the Payments System. For example, if a stop-payment order is issued for an outstanding check, a voiding entry is made. On the other hand, if a mistake is made in typing a manual check, the check is voided and entered as a void check simply to maintain the continuity of the check number sequence. The system treats void checks as ordinary checks with \$0.00 amount.

Voiding entries are made in a log (Form 13.04.1). Each voiding entry has the following data elements:

- o Client I.D. number.
- o Name of head of household (first 5 characters).
- o Original check serial number.
- o Original transaction date.
- o Date of voiding entry.
- o Transaction types (manual or generated check).
- o Voiding action code.

The first 5 characters of the name of the head of household are used to validate that the correct computer record is being updated.

3. Adjusting Entries. The Adjusting Entries Log (Form 16.06-1) is used to correct data entry errors for manual inputs. There are no adjustments to computer-generated payments. If a computer payment is in error

due to inaccuracies in the Client Master File (such as incorrect rent amount), one of two things could happen: either the error is discovered before the payment is sent out and used by the client, or it is discovered after the fact. In the first case, the payment is voided using a voiding entry as described above, and the correct payment is prepared manually. In the second case, the payment becomes a de facto correct transaction. In that case, the difference is settled by a refund to the HAO or by a deduction from a subsequent payment to the client. The refund or the deduction is a new transaction, distinct from the original transaction.

The data elements

- o Client I.D.
- o Name of head of household (first 5 characters).
- o Original transaction date.
- o Transaction type.

are referred to as the transaction identifiers and are required to locate a transaction in the Payments History File. If the adjustment is to one of these data elements, Form 16.06-2 (Transaction I.D. Corrections Log) is used instead of the Adjusting Entries Log (Form 16.06-1).

The date of the adjusting entry and the adjusting Action Code (or transaction in correction action code) are also required elements. On an adjustment, if one of the dollar fields is being altered, all of the dollar fields must be inputted to provide a means of verifying the accuracy of the data.

4. Refunds to the HAO. Refunds from clients to the HAO are recorded on the Refund Log (Form 13.05-7). The log is received by the Information Services Section for input to the Payments System. Data entry errors associated with the input of refunds to the Payments System are corrected with adjusting entries as described above.

03 - Computerized Functions*

The automated Payments System has four distinct phases. In the first phase, the system edits the inputs, validates them against the old Payments History File and generates a Transaction File similar to the History File. The second phase validates the inputs against the Client Master File, generates automated payment transactions and produces the Transactions Proofs, the Accounts Receivable Register and the Totals Summary reports. These reports are used to determine the accuracy of the inputs and internally generated transactions.

If errors are found, the necessary corrections are made and Phase I is reiterated until the reports show no further errors. In Phase III the system prints checks.

In Phase IV, the check serial numbers used during Phase III are fed back to the system. These numbers are inserted by the system into the check number field of the computer-generated payments. Until Phase IV, the system leaves these check number fields blank. After a check number has thus been assigned to transactions, the system produces the various registers and the bank reconciliation tape and then merges the current-period transactions with the Payments History File.

The successive steps of the Payments System are described below in more detail.

1. Batch Edit Program. After the inputs are sorted in check number within batch number sequence, the Batch Edit Program verifies that all check serial numbers are accounted for and that the batch totals are accurate.

2. Edit Program. This program edits all the input transactions and writes valid transactions to the Input Transactions File. An edit list is produced. The Edit Program validates the inputs for absolute errors and inconsistencies between the input data and data in the Payments History file. Errors with the Client Master File are not located at this stage.

* This subsection is of a rather technical nature and may be skipped without impairing the continuity of the section.

3. Sort1. At this step the Input Transactions File (F.14) is sorted by Action code within Action Date within Check, Refund, Debit/Credit serial numbers within the transaction type within original transaction date within client I.D. number.

4. Generate/Update Program. This program validates the input transaction against the Client Master File, updates the "payments" section of the Client Master File, and generates automated transactions, as follows:

- o Validates: For all original inputs, the program validates the client I.D. number by locating it in the Client Master File and by verifying that the name of head of household is consistent with the client I.D. number.
- o Update: For each valid input transaction and each internally generated transaction (see below), the program updates the appropriate totals in the "Payments" section of the Client Master File.
- o Generate Payment Transactions: For each client, the system checks the payment authorization code. If the recipient is authorized for payment, the system generates a payment transaction, updates the appropriate totals and balances in the Client Master File, and adds the transactions to the Current Period Transactions File. In addition, this program produces the report file for the Accounts Receivable Register, the print file for generated checks, the Manual Transactions Proof, the Automated Transactions Proof, a listing of errors encountered between the inputs and the Client Master File, and various totals for reconciling purposes.

5. Accounts Receivable Print Program. This program formats and prints the Accounts Receivable Register. It also provides entire file totals.

6. Check Writer Program. This program constitutes Phase III of the Payments System. It processes the Check Writer Print File and prints the checks.

7. Assign Check Numbers. This program is the first step in Phase IV of the Payments System. It accepts as keypunched card input the range of check serial numbers used during the printing of checks in Phase III excluding those that were wasted due to paper jams or other mishaps.

The program passes the Current Period Transaction File and assigns the correct number to each automated check in that file, thus producing a completed version of the Current Period Transactions File.

8. Sort3. The Current Period Transaction File is then sorted by check serial number. The transactions are thus grouped by type in the following order:

<u>Data Elements</u>	<u>Check Number Range</u>
Refunds	000,001 - 000,999
Manual checks	010,000 - 199,999
Automated checks	200,000 - 999,999

9. Bank Reconciliation. This program prepares the Bank Reconciliation Tape, which is given to the HAO's bank as input to its Bank Reconciliation Program. It also prepares the Check Register (described in Section 16.06.06).

10. Print Payment Register. This program passes the Current Period Transactions File (the input to 8 above) and produces the Payments Register.

11. Merge and Print Payment Summaries. This program merges the Current Period Transactions File with the Payments History File to produce the new Payments History File. Voiding and adjusting entries to old transactions replace the old record.

The client payment summaries for the year are printed during this merging process.

04 - Outputs

The Payment System may produce the following outputs (HAO management may decide to suppress some of these outputs and produce others by special programs to meet new administrative needs):

1. Manual and Automated Transactions Proof Reports. This lists all valid transactions that have affected the Client Master File.

The staff in charge of payments reviews the following listings to reconcile the accuracy of the totals provided on the Automated Transactions Proof, and thereby, the accuracy of the automated checks:

- o Previous months' Automated Transaction Proof
- o List of New Payment Authorizations (from File Maintenance System)
- o List of Changes in Allowance Entitlement and Monthly Payment (from File Maintenance System)
- o List of Terminations and Reinstatements (from File Maintenance System)
- o List of Payment Authorization Revocations (from File Maintenance System)
- o Current Month's Manual Transaction Proof

The File Maintenance System listings are used with the previous month's Automated Transaction Proof to determine the actual numbers of checks that should be written and the total gross allowance amount for those checks. The Current Month's Manual Transactions Proof columns for changes in monthly over/underpayments and advances repayment notes are used with the Previous Month's Automated Transaction Proof change columns and total deduction amounts to determine the actual amount of over/underpayments and advances that should be reflected in the current month's automated checks. With these figures the total net payment amount for the current month's checks can be verified.

2. Batch Totals Summary Report. This report exhibits a variety of totals grouped by type of input form. These totals show the anticipated record count and dollar amounts (if original entry manual checks, refunds, or adjusting entries) by type of input and the actual values processed.

3. Summary Totals Report. This report provides record counts and appropriate dollar amounts by each Transaction Type, and within Transaction Type, Action Code. Overall file totals of Gross Allowance Amount,

Over/Under Payments Amount and Net Cash Amounts broken down by deficits, credits and balance of each are provided.

4. Checks. The basic allowance payment for both renters and homeowners is in the form of a check (Form 13.02-1).

The information printed on the check may consist of:

- o Client I.D. number.
- o Name of payee.
- o Mailing address.
- o Residence address.
- o Net check amount.
- o Date of payment.

The following may be printed by the computer on the check stub:

- o Client I.D. number.
- o Name of head of household.
- o Date of payment.
- o Gross Allowance Payment.
- o Over/Under Payment Amount.
- o Advance Amount.
- o Net payment.
- o Outstanding balances of Over/Underpayments and Advances.
- o Monthly Rent Amount, if Renter.

The check number, bank name, and account number normally are pre-printed.

5. Check Register. This is a listing of all checks in check number order, showing for each check the check serial number and the amount. The Check Register is used in reviewing the Bank Reconciliation Statement to be received from the HAO's bank. It includes only those transactions that affect the bank account (except deposits) from which payments are drawn. Thus, manual and automated checks, voiding entries, and adjusting entries are included, but refunds are not.

6. Bank Reconciliation Tape. This magnetic tape file is given to the HAO's bank as input to the Bank Reconciliation Program.

Using this tape and the cancelled checks, the bank's data center prepares a Bank Reconciliation Statement showing all checks issued and the items that have cleared for payment.

7. Payment Summaries by Client. The Payments System prints for each active client a summary of year-to-date payment transactions on microfiche. Transactions, including checks, debit/credit memorandums, voiding and adjusting entries, and refunds are listed individually. The list shows only transactions for the current year. Year-to-date and life-to-date totals are provided by client and for the entire file.

8. Payments Register. This register shows all payment transactions of the current period grouped by client.

The line entries in the Payments Register show the following information:

- o Client I.D. number
- o Name of head of household.
- o Gross payment amount (allowance).
- o Advance amount (debit or credit).
- o Over/Underpayment Amount (debit or credit).
- o Net payment amount (debit or credit).

There is one line entry per transaction. Voided and adjusted amounts appear under the applicable columns for the fields affected. A total is provided for each column, and each column total is divided into subtotals by renter and homeowner.

05 - Automated Files

The Payments System uses the following computer files:

1. Input Transaction File. This file contains manually generated financial transactions between clients and the HAO. Each record reflects one transaction, such as manual payments, voiding entries, adjusting entries, and refunds to the HAO. The data elements in each record are the ones described in the corresponding input forms.

The Input Transactions File is a temporary work file and is deleted after successful completion of the Payments System run.

2. Current Period Transactions. The Current Period Transactions File is similar to the Input Transactions File but also includes a record for each internally generated financial transaction as well as one for each manually generated input transaction.

3. Payments History File. The Payments History File is built up by merging, each month, the Current Payment Transactions File with the old Payments History File from the previous month. The Payments History File is kept in sequence by check serial number* within transaction type within original transaction date within Client I.D. number.

The Payments History File is stored and retained as a permanent file, as described in Section 16.01.08.

4. Client Master File. See Section 16.03.05.

06 - Manual Procedures^{**}

The inputs, consisting of manual checks, debit/credit memos, voiding entries, adjusting entries, transaction I.D. correction entries, and refunds are received by the Information Services Section for the payments specialists.

Manual checks are batched and submitted for processing. Each batch contains up to 25 checks. The appropriate staff member receives the batches, verifies that they are complete, and adds them to the Manual Checks Data Entry Log (Form 16.06-3).

Voiding entries, adjusting entries, transaction I.D. corrections and refunds are submitted near the end of the month prior to the payments run.

* For refunds, this key is called the "refund form serial number," but it serves the same role as the check serial number.

** The detailed processing schedule described in this subsection is meant to serve as a guideline.

After the input forms have been logged in, they are added to the stacks of forms awaiting keypunching.

All Payments System inputs received during the month are keypunched and verified. The keypunched inputs and a copy of each batch control form accompanying the input source documents are sent to the data center.

The data center runs Phase I of the Payments System and obtains the Batch Edit and Edit Listings. If the edit listings show no errors, the two Phase I reports are delivered to the appropriate staff member who records the receipt into the Payments Processing Log (Form 16.06-5) and forwards them to the payment specialists.

If the edit listings contain error messages, the HAO is notified, resolves the errors (especially those that would affect payments), and resubmits the run. All errors that would affect the timely issuance of allowance checks must be corrected before Phase II is run. Other errors that cannot be corrected within a reasonable time are handled during the next month's processing.

Phase II is then run and the reconciliation process is performed (Section 16.06.04). If the contents of these reports are seriously in error, the problems are investigated and resolved with the help of the data center. Otherwise, the appropriate HAO manager initials the Payments Processing Log (Form 16.06-5) to authorize the data center to proceed with Phase III and Phase IV of the Payments System.

The data center completes the processing of the system. A tape copy of the new Client Master File and new current segment of the Payments History File is stored. The Bank Reconciliation Tape produced by the Payments System is kept at the bank's data center and is used by the staff to produce the Bank Reconciliation Statement.

The appropriate staff member receives the package, verifies that it is complete, and records the receipt on the Payments Processing Log (Form 16.06-5). If the outputs are incomplete, the problem is investigated and, if necessary, the system is rerun.

If the outputs are complete, they are delivered to the payments specialist who initials the Payments Processing Log (Form 16.06-5). If the payment specialist(s) discover major errors in the outputs, they may request a rerun of the system with supervisory approval. Minor

errors are corrected through the use of voiding and/or adjusting entries and substitute manual checks, which will be processed by the system in the following cycle.

The keypunched inputs data, the new Client Master File tape, and the new Payments History File tape are stored in the fireproof storage area, the old "grandfathers" for these files (see Section 16.01.08) are retired, and the Tape Log is updated.*

The source input documents are returned to the payments specialists.

*To be provided as part of the *System User's Manual*.

The Housing Allowance Office

MODEL: ADJUSTING ENTRIES LOG

Seq. No. Cont. No.	Client ID No. (11-21)	1st 5 Char. Hood Household Ident.	Original Date (MM-DY) (15-20)	Type Code (21)	Check/ Serial No. (22-27)	Adjust Date (MM-DY) (28-33)	Action Code (34)	Gross Pay (35-39)	Ovr/Undr Amt (40)	Adv Amt (41-45)	Net Pay (46)	Name of Payee (59-80)
1							2					
2							2					
3							2					
4							2					
5							2					
6							2					
7							2					
8							2					
9							2					
10							2					
Batch Total												

TRANSACTION TYPE CODES

- 1 - Over/Under Balances/Repay Rate
- 2 - Rental
- 3 - Refund
- 4 - Write-off

The Housing Allowance Office

MODEL: TRANSACTION ID CORRECTIONS LOG

CURRENTLY STOPPED DATA

CORRECT DATA

Seq. No. (10-14)	Client ID No. (15-21)	Test Name (10-14)	CURRENTLY STOPPED DATA		CORRECT DATA		Action Code (3)	Adjust Date (M/DDYY) (25-33)	Client ID No. (15-21)	Test Name (10-14)	Original Date (M/DDYY) (26-51)	CORRECT DATA		Check/Serial No. (33-55)	Adjst. Date (M/DDYY) (27-35)
			Original Date (M/DDYY) (15-21)	Check/Serial Code No. (22-27)	Type Code No. (152)	Type Code No. (33-55)									
1							1								
2							1								
3							1								
4							1								
5							1								
6							1								
7							1								
8							1								
9							1								
10							1								

TRANSACTIONS TYPE CODES

- 1 - Over/Under Balance/Repay Rate
- 2 - Manual HAO Check
- 3 - Refund
- 4 - Write-off

The Housing Allowance Office

MODEL: DEBIT/CREDIT MEMORANDUM DATA ENTRY LOG

Date Received	Batch Number	Serial Numbers		Number of Entries in Batch
		From	To	

The Housing Allowance Office

MODEL: PAYMENTS PROCESSING LOG

Month of _____ Type of run: Regular Rerun

Inputs submitted _____
(date;time)

Remarks _____
(Describe type of errors and resolution)

Phase I reports received _____
(date;time)

Authorization to proceed _____
(initials)

Comments _____
(Describe reason for denying authorization)

Outputs received _____
(date;time) (initials, payments specialist)

Client Master _____ Payments History _____

Remarks: _____

CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.07 - COMPUTER SYSTEM: HOUSING EVALUATION FORMS PROCESSOR01 - General Description

The Housing Evaluation File Processor creates and maintains a history file containing the results of evaluations of housing units currently occupied or under consideration for occupancy by participants in the Housing Allowance Program. The results of these evaluations are recorded on Housing Evaluation Forms which are entered to the processor and used to update the HEF History File.

The Housing Evaluation File Processor is run weekly to process Housing Evaluation Forms and to produce management information statistics. The contents of the file may also be sorted and printed according to a variety of sequences as explained in Section 16.07.03 below.

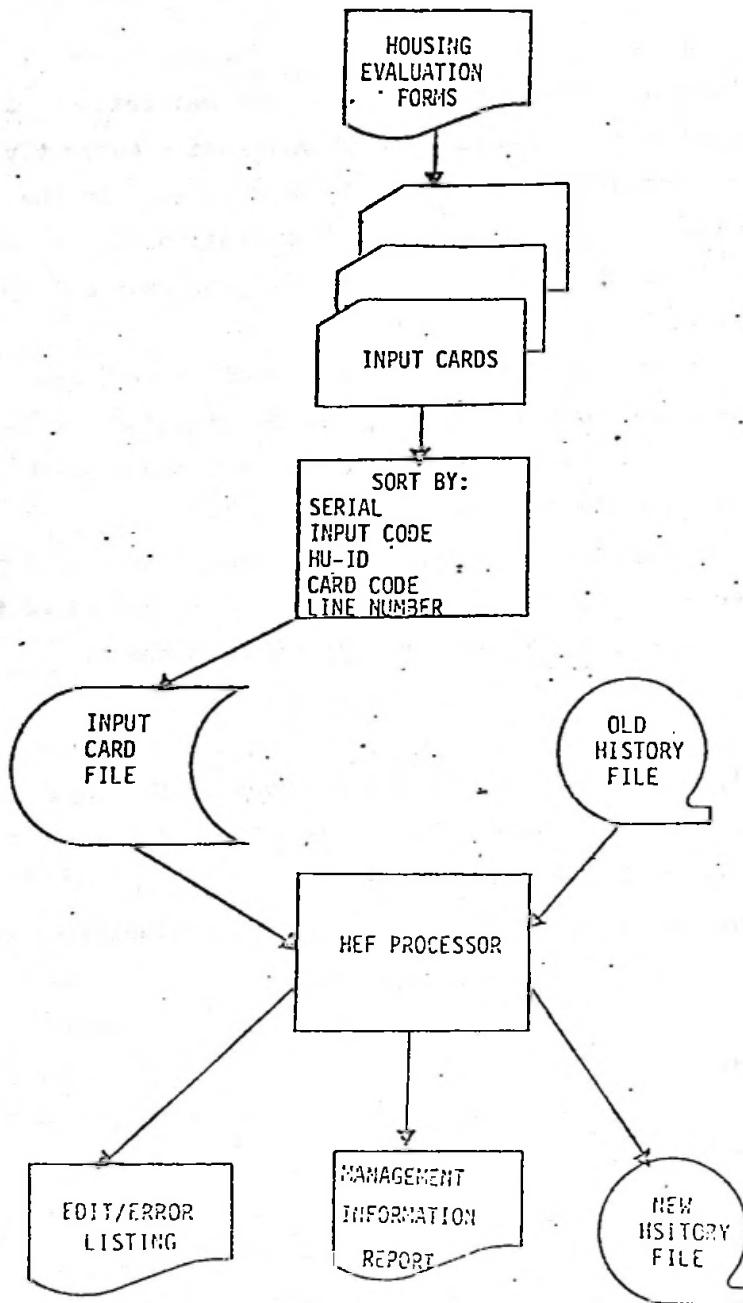
Exhibit 16.07(a)-(d) represents summary flowcharts of the Housing Evaluation File Processor. The descriptions of inputs, computerized functions, outputs, and automated files are keyed to this flowchart.

02 - Inputs

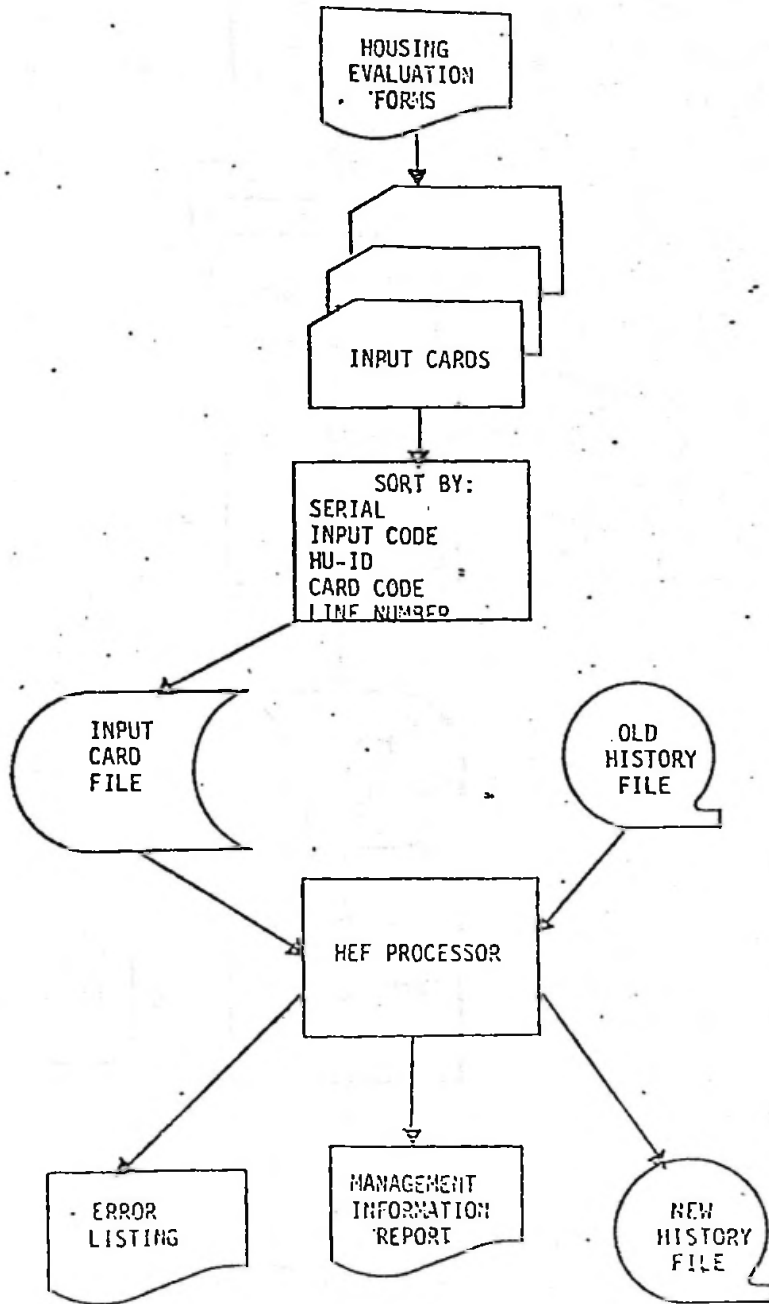
The Housing Evaluation Form (Form 12.05-1) serves as the input to the Housing Evaluation Form Processor. This form has several uses as distinguished by the Input Code as explained below.

The following data elements are keypunched at the beginning of each card for all usages:

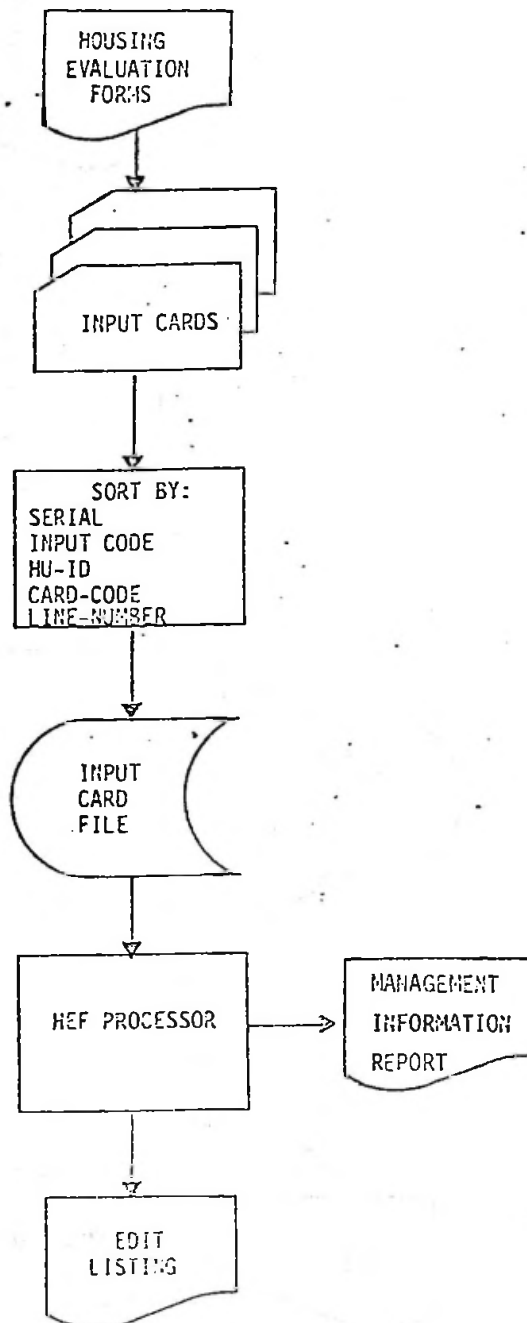
- o Serial number.
- o Input Code.
- o Housing Unit I.D.
- o Card Code.

16.07-1 (a) EDIT-UPDATE RUN MODE

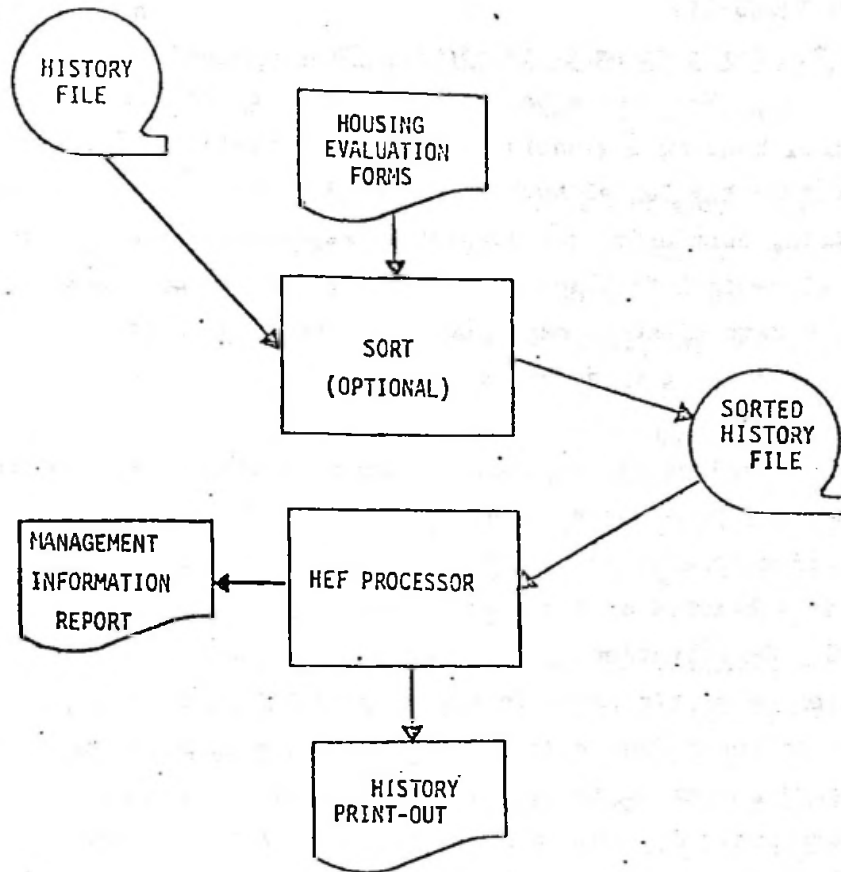
16.07-1 (b) UPDATE ONLY RUN MODE



16.07-1 (c) EDIT ONLY RUN MODE



16.07-1 (d) PRINT ONLY RUN MODE



These data elements taken together constitute the key. All inputs are processed in ascending order by this key.

1. Housing Evaluations. (Input Code = blank.) The main input to the Housing Evaluation Forms Processor is the Housing Evaluation Form (Form 12.03-1).

2. Corrections to Previously Processed Housing Evaluations. (Input Code = 1.) The system has the capability to process corrections to original housing evaluations. The same housing evaluation form is used. Other than the Serial Number and Housing Unit I.D., only the data elements requiring correction are completed, keypunched, and entered to the system. Data elements left blank are unaffected by the correction process; however, certain data elements may only be corrected as a group. For example, to correct any part of an address, the entire new address must be entered as a correction.

Corrections to original housing evaluations are submitted to compensate for data entry errors. If the results of the housing unit's evaluation were in error, a correction is not used. Rather, the evaluation is submitted as a reevaluation.

3. Deactivation. (Input Code = 2.) Housing units not currently occupied by participants in the Housing Allowance Program may be deactivated by use of Input Code = 2. Only existing, active records may be deactivated. Only card number 01 is keypunched and only the key data elements on that card are entered. The system ignores any other information.

4. Reactivations. (Input Code = 3.) Housing units previously deactivated may be reactivated by use of Input Code = 3. No information other than the key data elements are recognized by the system. Corrections or further evaluations are accomplished using the appropriate input codes.

5. Incomplete Evaluations. (Input Code - Blank, Action Code = 2.) An incomplete HEF is submitted whenever a requested evaluation is not made or whenever an evaluation is interrupted and cannot be completed.

All input cards except 1, 2, and 5 are optional. However, if an optional card is submitted, it must be complete.

6. Reevaluation. (Input Code - Blank, Eval-Type = 5.) A reevaluation is submitted whenever a unit is reevaluated after it has been declared substandard. The purpose is to rate only those items found to be inadequate at the previous evaluation.

03 - Computerized Functions*

The automated processing of Housing Evaluation Forms can be accomplished in five distinct run modes, each offering different capabilities.

1. Edit-Update Run Mode. This is the normal run mode used for creating and updating a history file (see Exhibit 16.07-1(a)). Two input and two output files are involved. The inputs consist of a card file containing corrections and additions to the history file, and an old history file which is to be updated. The outputs generated consist of a new, updated history file and an edit/error listing. For new records, a record is written onto the history file only if no errors have been found. For corrections, the corrected record is written onto the history file only if it is error free; if not, an unchanged history record is written onto the history file instead of the corrected record.

2. Update Only Run Mode. This mode (see Exhibit 16.07-1(b)) is identical to the above edit/update mode except that the edit phase is not performed and, as a result, only an error listing is produced instead of an edit/error listing. In the error listing, new HEFs are shown only if errors have been found; otherwise, they are omitted from the listing. Corrections, deactivations, and reactivations are always printed even if they contain no errors.

3. Edit Only Run Mode. This mode (see Exhibit 16.07-1(c)) edits input cards and produces an edit/error listing, but does not update the history file. It is designed to be used as an editor for the cards prior to their inclusion in a processing run which updates the history file. In this run mode, only cards creating new HEFs (blank input code) are edited. Cards correcting existing HEFs cannot be checked because the

*This subsection is of rather technical nature and may be skipped without impairing the continuity of the section.

records being corrected are not available. The edit/error listing contains the cards read listed by serial number. In the case of new serial numbers with errors, error messages will follow. A new serial number without error messages indicates a correct HEF; however, correction, deactivation, and reactivation cards without error messages do not necessarily mean error free cards since they are not checked against the history file.

4. Print Only Run Mode. This mode (see Exhibit 16.07-1(d)) can be used to print the HEFs stored in the history file. The HEFs are printed in any desired order by sorting the input history file tape in the desired order prior to the execution of the program. When sorting on a key other than serial number, serial number should be specified as the minor sort key.

5. Microfiche Run Mode. This mode is identical to the Print Only Run Mode (step 4), except that all printed output is produced on microfiche.

The program allows the user to select a range on one of the following keys:

- o SERIAL (SELECT-WORD = "SE")
- o HU-ID (SELECT-WORD = "HU")
- o CLIENTID (SELECT-WORD = "CL")
- o REQUEST NO. (SELECT-WORD = "RE")

The selected key and the desired range are specified through the use of a JCL parameter card. The following three parameters must be specified:

- o SELECT-WORD ("SE," "HU," "CL," "RE")
- o SELECT-LOW
- o SELECT-HIGH

If the SELECT-WORD is SE, the program will print all HEFs whose serial number is within the SELECT-HIGH/SELECT-LOW serial number range. Similarly, if the SELECT-WORD is HU, the program will print all HEFs whose HU-IDs are within the SELECT-LOW/SELECT-HIGH HU-ID range. If the tape is not properly sorted prior to the execution of the program, the

printing will terminate as soon as a key (e.g., HU-ID) greater than SELECT-HIGH is encountered.

Prior to processing by any of the above run modes, keypunched input cards must be sorted into the proper sequence. They are sorted in the following order:

- o Serial Number
- o Input Code
- o HU-ID
- o Card Type
- o Line Number

04 - Outputs

Outputs produced include (HAO management may decide to suppress some of these outputs and produce others by special programs to meet new administrative needs):

1. Edit/Error Listings. Edit/Error Listings are produced by three of the four run modes (PRINT ONLY Run Mode does not produce an Edit/Error Listing). The following describes the general format of the listings produced.

The listing is produced in serial number order, each serial number starting on a new page. The listing usually shows all serial numbers being added or changed. (UPDATE-ONLY Run Mode error listing shows new serial numbers only if errors are found.) Old history records which are not being modified are never shown on the listing, even though they are copied to the new history file.

The following table summarizes the information contained in the Edit/Error Listing:

<u>Mode</u>	<u>New Serial</u>	<u>Corrections De- activations, etc.</u>
Edit/Update	All	All
Update Only	Errors Only	All
Edit Only	All	All

Records containing errors are flagged with the appropriate error message.

2. Management Information Report. At the end of each run, the Housing Evaluation Forms Processor produces a brief statistical summary of the run for management purposes. From time to time, special programs may be written to modify existing reports or produce new ones that the HAO may find useful.

05 - Automated Files

The Housing Evaluation Forms History File is a cumulative file consisting of all HEFs entered to the computer system. The file is sorted by serial number and contains all information about a unique HEF. The storage and retention requirements for this file are the same as those that apply to all permanent files of the system; these procedures are described in Section 16.01.08.

06 - Manual Procedures^{*}

The inputs consisting of new Housing Evaluation Forms, Corrections, Deactivations, and Reactivations are received by the Information Services staff on a daily basis from the Housing Evaluation Section.

The input forms are keypunched and batched weekly for transmission to the data center. The input forms are returned to the Housing Evaluation Section.

The HAO determines the run mode to be employed and informs the data center. The keypunched inputs are delivered to the data center.

The data center runs the HEF Processor and returns the keypunched inputs, outputs, and copy of the new HEF History File to the Information Services Section.

The Information Services staff receive the package, verify that it is complete and make appropriate entries in the HEF Processing Log (Form 16.07-1) and the tape log. Any discrepancies are investigated with

* The detailed processing schedule described in this subsection is meant to serve as a guideline.

the help of the data center's systems analyst and, if necessary, that system is rerun.

The Information Services staff then examine the Edit/Error Listing and resolve all data entry errors. All other errors are corrected by referring to the source documents and by consulting with Housing Evaluation staff. The errors are resolved and prepared for submission to the next run of the HEF Processor. If major errors are discovered, it may require a rerun of the week's HEF processing.

The data entry staff stores the keypunched input file and the new HEF History tape in the fireproof storage area, retires the old "grandfather" for this file (see Section 16.01.08), and updates the Tape Log.*

* Provided as part of the *System User's Manual*.

The Housing Allowance Office

MODEL: HEF PROCESSOR PROCESSING LOG

Reprocessing: Yes _____ Submitted to Data (Enter _____)
No _____ (Date;Time)
Input Tape No.: _____

Run Mode:

Edit/Update _____ Update _____ Edit _____
Print _____ (Select-Word: _____ Range: _____ (to) _____)

Completed Job Received From Data Center: _____
(Date;Time)

HEF History File Tape No. _____

Remarks: _____

Source Documents and Outputs Returned to:

Housing Evaluation Section _____
(Date;Time) (Initials)

CHAPTER 16.00 - RECORDS AND DATA SYSTEMS MANAGEMENT

16.08 - CENTRAL RECORDS FILING SYSTEM

01 - Central Records

Central Records, under supervision as assigned by HAO management, is responsible for the handling, release, and control of all source documents used in the processing of each client through the program. For security reasons, the responsible section must have strict control over all records and files. Procedures established must be strictly followed to insure accurate knowledge of the whereabouts of every file. It is also the function of Central Records to be of service to the other divisions of HAO in regards to information contained in all the records. All records will be available to authorized personnel during the working day. The only restriction placed on the use of these records is that they be returned to Central Records.

02 - Filing System

The filing system used by Central Records is a straight numerical system using the Client I.D. number as the key.

File Format. Each household applying for a housing allowance is assigned a Client I.D. number by the computer system. After the Preliminary Application is processed and the Client I.D. number is given, each client's records are assigned to a specific folder. Each folder is given a label on which the head of the household name and Client I.D. number are typed. Each file may contain the following documents for each client, as applicable:

- o Preliminary Application
- o Enrollment Application
- o Supporting documents
- o Participation Agreements
- o Documents obtained as a result of verification

- o Notice of Confirmation of Eligibility or Ineligibility
- o Approved lease or homeownership documents
- o Request for Advance
- o Unit Certification Payment Authorization Notice
- o Semi-annual Recertification Form(s)
- o Annual Recertification Form(s)
- o Supporting documentation for recertification
- o Documents obtained as a result of verification of information submitted with recertification
- o Notices of Change in Payment
- o Annual reevaluations (Unit Certification Form)
- o Miscellaneous updates and corrections
- o Special correspondence
- o Payment summaries
- o All warning notices
- o All notices of payment authorization revocation
- o Grievance reports
- o Notice of Termination

Initial Establishment of the File. Preliminary Applications are received, reviewed and assigned a serial number. These forms are key-punched for the Preliminary Applications processing run. Preliminary Applications remain in the keypunch area until the computer run has been evaluated and determined to be correct. Upon this determination, a file is created for each Preliminary Application.

Enrollment and Incomplete Records Procedures. After the initial file is created it is stored in an incomplete file section until the enrollment process begins. After the Preliminary Application is processed, an enrollment interview time is established. The files for clients with interviews are distributed to the appropriate interviewers.

After the enrollment interview, the contents of the file are reviewed for completeness. When the documents are complete the Enrollment Application is forwarded for keypunching and processing by the Enrollment Applications Processor. The eligible clients' enrollment forms are returned

to the appropriate staff member with all of the correct outputs from the computer run.

When the client has received authorization for payment, the completed file is released to Central Records for filing in the Client Master File. A check is then performed to certify that the required documents are complete and in the file before it can be put away. If all the required documents are present, the file pocket may be filed.

Filing Procedure for Periodic Documents Received. Source documents are retained by keypunch staff until their successful computer run is completed. After the determination of a successful run, these forms are released to Central Records.

Depending on the specific type of source document, they may be returned to the submitting section together with the outputs for review and then sent to Central Records for filing. The rest of the source documents are to be filed as described earlier.

03 - File Control Check-Out Procedure

The HAO is responsible for developing and maintaining file control procedures that insure the completeness, accuracy and confidentiality of clients' records. Only Central Records Personnel are allowed to retrieve files. Information or files may be released to authorized members of the HAO staff. If an unusual request for records is submitted, the requisition must be signed by the requestor's supervisor.

Control of files is maintained by the use of a requisition form in conjunction with an out-folder method. The HAO maintains a requisition system that tracks the location of all folders outside the vault. No single document may be released from the Central Records area. The whole folder must be taken out. The staff member requesting the records is responsible for their integrity and for returning them to Central Records.

04 - Records Retention Policy

HAO client files stored in the vault may be purged of all non-current records in accordance with the standards outlined below. Limitations of

space in the vault and the cost of alternate methods of storage require systematic disposal of inactive records. Responsibility for record disposition is designated by HAO management.

Selection Criteria for Record Retention. Retention of file folder documents will depend on the status of the client at the time of the review, and also whether or not a claim against the client exists. In all, there are four status categories for applicants and clients which should be recognized for the purpose of record retention:

- o Ineligible applicants
- o Current nonrecipients
- o Current recipients
- o Terminated clients

Only those clients who do not owe the HAO money (either from advances or overpayments) are included in these procedures. The file folders of those who do owe money will remain in the vault indefinitely. In addition, the files of any clients that are involved in possible misreporting, special appeals or equal opportunity (housing discrimination) proceedings are exempted from the guidelines below until such proceedings have been concluded:

- o Ineligible Applicants. File folders for ineligible applicants can be pulled and disposed of *one year* after the determination of ineligibility. Accordingly, the Client I.D. for an ineligible applicant would appear on a file disposal printout with a notation that the folder contents be destroyed one year after the date of the enrollment interview, or any time thereafter.
- o Terminated--EENP (Enrolled Eligible Not Paid). File folders for terminated clients who never received payments can be disposed of *two years* after the client has been terminated. Accordingly, the Client I.D. for a terminated client--EENP would appear on a file disposal printout with a notation that the folder contents be destroyed two years after the date of termination, or any time thereafter.

- o Terminated--Recipient, No Money Owed. File folders for terminated clients/recipients who owe no money to the HAO can be disposed of *two years* after the date of termination. Accordingly, the Client I.D.s for these clients would appear on a file disposal printout with a notation that the folder's contents be destroyed two years after the date of termination, or any time thereafter.
- o Still Enrolled--EENP. File folders for existing clients who never received payment are to be retrieved and screened for documents that are *three or more years* old. All documents over three years old may be discarded with the exception of the Preliminary Application, Participation Agreement, and the most recent Lease Agreement.
- o Still Enrolled--Recipient, No Money Owed. File folders for existing clients who have been authorized for payment and who do not owe money to the HAO are to be retrieved and screened for documents that are *three or more years* old. All documents over three years old may be discarded with the exception of the Preliminary Application, the Participation Agreement, and the most recent Lease Agreement.
- o Housing Evaluation Forms. Housing Evaluation Forms (HEFs) are stored separately from other client data in housing unit address order. All HEFs for a given address that are over *one year* old may be destroyed except that the most recent complete HEF and subsequent upgrades must be retained. If the only HEF for a given unit is incomplete, that HEF will be saved.
- o Computer Listings. Copies of computer listings produced as management tools are stored in the vault. They include weekly edit and error lists, Household Status Reports, Client Directories, Scheduling Rosters, etc. Edit and error lists will be retained for *two years*. All other computer listings may be destroyed after *one year* or pursuant to other policies adopted by the HAO.

Selecting File Folders to be Destroyed. At a time designated by the responsible manager, a computer listing of clients whose files may be

destroyed in their entirety will be generated. The following clients should be included in the listing:

1. Ineligible applicants whose interview date is one or more years earlier than the review date (from OAF).
2. Terminated clients who never received payments and whose termination date is two or more years earlier than the review date (from CMF).
3. Terminated recipients who do not owe the HAO money and whose terminated date is two or more years earlier than the review date (CMF).

The listing should provide the following information:

- o Client I.D. number
- o Name of household head
- o "Test date" (date of interview or date of termination)
- o Review date (date of computer list)
- o Space for staff member's initials/comments

The staff member will check the file folder to ensure that all documents have the Client I.D. and name of household head that appear on the computer listing. If the documents agree with the listing, the folder is set aside for transferral to the responsible manager, and the staff member initials the computer listing in the space provided. The manager will arrange for all such folders to be shredded under proper supervision.

Selecting File Folders to be Reviewed. At the time designated by the responsible manager (either once a year for all clients or at the time of each client's annual recertification) the staff member will review the contents of the client's folder for documents that may be destroyed:

1. Clients who are still enrolled and never received payments:
all documents whose effective dates are three or more years

earlier than the review date except the Preliminary Application, the Participation Agreement, and the most recent Lease Agreement.

2. Recipients who are still enrolled and who do not owe the HAO money from advances or overpayments: all documents whose effective dates are three or more years earlier than the review date except the Preliminary Application, the Participation Agreement, and the most recent Lease Agreement.

This staff member reviews the contents of the folder and pulls the documents that are three or more years old (with the exceptions noted above). The forms are all reviewed to ensure that the Client I.D. and the name of the household head conform with the identifier of the folder. The staff member stamps the date of disposition on the folder and initials it. The selected forms are transferred to the responsible manager who will arrange for shredding under proper supervision.

Selecting Housing Evaluation Forms to be Destroyed. At the time designated by the responsible manager, a computer listing of HEFs will be generated. The HEF computer file will be sorted by (1) address, and (2) evaluation date. The list of all HEFs for each HU-ID should provide the following information:

- o Address
- o HU-ID
- o Client I.D.
- o Serial Number
- o Evaluation date
- o Review date (date of computer list)
- o Space for staff members' initials/comments

The staff member will first review the list of HEFs and check those over one year old, assuring that the most recent completed HEF and subsequent upgrade evaluations (regardless of date) is retained for each address. The address folder is then reviewed and all checked HEFs on the list are removed. The staff member reviews the selected forms to ensure that the Client I.D., HU-ID, address, and serial number agree with the

computer listing. If they do, the staff member initials the line on the listing in the space provided. The HEFs are transferred to the responsible manager who will arrange for shredding under proper supervision.

Documenting Record Disposition. The computer listing used for identifying and reviewing file folders and HEF records to be destroyed, and which have been annotated by the staff, will be retained in the vault as an audit trail. The date of disposition and the staff members' initials on the file folders will serve as documentation for currently enrolled clients' records.

The Housing Allowance Office

MODEL: FILE/FOLDER REQUISITION

Client
I.D. # _____ Name _____

Documents _____
or _____
Information _____
Requested _____

Requested by _____ Release Date _____ Release Time _____

Information _____

Return Date _____ Time _____ Received by _____

CHAPTER 17.00 - HOUSING AND EQUAL OPPORTUNITY INFORMATION SERVICES

17.01 - GENERAL DESCRIPTION

01 - Objectives

HAO housing and equal opportunity information services are intended to convey both general and detailed information to clients in order to assist them in finding and securing acceptable housing of their own choice that meets program standards. In addition to providing relevant information to clients (as discussed in this Chapter), the HAO also provides direct Equal Opportunity Support Services (discussed in Chapter 18.00).

02 - Topics and Form of Delivery

The HAO provides information to clients on the following topics: the housing allowance program and its requirements; program housing standards; leases and landlord-tenant relationships; equal opportunity in housing; characteristics of local neighborhoods and housing opportunities; purchasing a home; home improvements and repairs; and related issues.

Information on these topics is delivered by HAO staff in any of three ways:

- o Structured Information Sessions. Information sessions that follow a set format of presentation and discussion about one or more topics listed above may be offered to individual clients or groups of clients.
- o Informal Information Sessions. Information given by the HAO on any of the above topics, delivered to suit the immediate needs of an individual client or group of clients, i.e., advice that may be offered after a client's unit has failed a housing evaluation.

- o Printed Material. Printed material containing information on the above topics is handed out or mailed to clients as appropriate. This may include listings of available housing units on the market, HUD pamphlets, relevant publications by other agencies, and materials specially developed by the HAO to assist its clients.

03 - Policies

The HAO's basic policies with respect to the delivery of housing and equal opportunity information services are:

1. Client participation in HAO housing and equal opportunity information services activities is optional. Clients are not required to attend any information sessions or use any information materials to be eligible to participate in the program or to receive payment, and the HAO at no time implies that the use of such services is required. However, clients are made aware of the services that are available and are encouraged to request any that interest them.
2. The HAO does not provide information services on topics other than the housing and equal opportunity topics listed in Section 17.01.02. When clients identify needs for other types of information and service, the HAO will refer them to other specific agencies that may be able to assist them. There is no HAO follow-up on these referrals; clients are expected to secure such services without additional help from the HAO.
3. In providing information to clients, the HAO does not recommend or endorse any particular suppliers of housing services. The purpose of HAO information is to make the client more fully aware of housing opportunities that are available and to inform him of sound methods for choosing among them, but not to steer him toward any particular choice of suppliers.

4. HAO staff do not participate directly in any negotiations, dealings or transactions between clients and suppliers of housing services.
5. Clients may be encouraged to take advantage of HAO housing and equal opportunity information services at various times during their participation in the program, e.g., during the enrollment interview, and later, if after a reasonable period they have not been able to secure acceptable housing. The HAO is responsible for designing and maintaining a cost effective information service program using the three forms of delivery noted in Section 17.01.02 to their best advantage in response to a realistic assessment of client demand.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

In the second section, the author outlines the various methods used to collect and analyze the data. This includes both manual and automated processes. The goal is to ensure that the information is both reliable and up-to-date.

The third part of the document provides a detailed breakdown of the results. It shows that there has been a significant increase in sales over the period covered. This is attributed to several factors, including improved marketing strategies and better customer service.

Finally, the document concludes with a series of recommendations for future actions. It suggests that the company should continue to invest in research and development to stay ahead of the competition. Additionally, it recommends regular audits to ensure ongoing compliance with all relevant regulations.

Prepared by: [Name]

Date: [Date]

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CHAPTER 17.00 - HOUSING AND EQUAL OPPORTUNITY INFORMATION SERVICES

17.02 - PROCEDURES AND CONTENT

01 - Structured Information Sessions: Method

The methods used for presenting structured housing and equal opportunity information sessions should be chosen to enhance interest and retention of information by the client. The sessions should rely on a variety of presentation/response modes including lecture, slide presentation, handouts, and question and answer periods. The sessions should be regarded as participatory experiences; thus presenters should attempt to encourage direct client participation where possible.

HAO management is responsible for developing and maintaining a manual containing complete outlines and texts for HAO structured information sessions, and for maintaining trained staff to handle presentations as required.

02 - Structured Information Sessions: Objectives and Content

The paragraphs below list the basic objectives of structured information sessions on each topic identified in Section 17.01.02 and thereby indicate suggested content:

- o The Housing Allowance Program and Its Requirements. To familiarize clients with: purposes of the housing allowance program; nature of the administering organization; eligibility requirements and method of determining allowance payments; the content of the enrollment interview; the rights and obligations of clients and the HAO as specified in the Participation Agreement; the nature of program housing requirements; availability of advances; the nature and timing of requirements subsequent to becoming authorized for payment.

- o Program Housing Standards. To make clients better able to judge the adequacy of their current housing unit and other housing units by explaining the program housing standards. The text of each standard is reviewed and examples are given to illustrate conditions that warrant both failure and acceptance. Standards are grouped into four general categories relating to: adequate living space; adequate facilities (kitchen, bathroom, electricity, etc.); adequate natural light and ventilation; and conditions that endanger the health and safety of the occupants. The types of repairs typically called for under different types of failure circumstances are discussed.
- o Leases and Landlord-Tenant Relationships. To familiarize the client with the rights and obligations of tenants and landlords and the purposes of lease agreements so the client can negotiate effectively in securing rental housing. The general terms and objectives of lease agreements are discussed and the terms of the required HAO lease are explained in detail. Advantages and disadvantages are outlined with respect to: (1) securing the rights and responsibilities of tenants and landlords; (2) assuring equal opportunity in housing, and (3) making known the procedures for redress of tenant grievances. The client is also told about other agencies and resources within the community that may provide assistance with landlord-tenant problems.
- o Equal Opportunity in Housing. To provide clients with information and skills in understanding equal opportunity laws, the available courses of action if the client suspects his rights have been violated, the specific Equal Opportunity Support Services offered by the HAO, and the available remedies under the law.
- o Characteristics of Local Neighborhoods and Housing Opportunities. To provide clients with skills and information related to making the decision to move and searching for

and choosing new housing. This session first offers the client an approach to evaluating the decision to move based on matching family needs and interests with housing resources available in the community. It then covers effective methods of searching for alternate housing. The characteristics and resources of residential environments in the different neighborhoods in the program area are reviewed. Emphasis is given to effective procedures for evaluating specific housing units and neighborhood environments in relation to household needs. The client is given information about community groups and agencies that provide additional assistance in searching for and securing new housing.

- o Purchasing a Home. To familiarize renter clients with the process of home purchase, available home purchase options for clients in the program area, and the benefits and responsibilities of homeownership. Material is offered on effective methods for searching for and evaluating home purchase options. The steps in the process of home purchase and financing are reviewed as are the key purchaser obligations involved and potential risks to be avoided. Information is provided on community groups and agencies that offer additional assistance to home purchasers.
- o Home Improvements and Repairs. To provide clients with information and skills related to the maintenance, repair and improvement of housing. The session covers the operations of basic systems within housing, maintenance suggestions to avoid breakdowns and hazards, and appropriate approaches to repair given different problem situations. Suggestions are offered on effective methods for acquiring qualified assistance in making repairs (workmen, contractors, public agencies or community groups that offer assistance) and steps involved in financing larger repairs and improvements.

03 - Structured Information Sessions: Scheduling and Evaluation

HAO management shall obtain information on client demand for information sessions in the enrollment process and at various other

times during a client's participation in the program. Sessions shall be offered according to demand as determined by HAO management. The sessions are normally held at the HAO but may be held at other locations to suit the convenience of staff and clients. Individual sessions may include presentations on one or any combinations of the topics as outlined in Section 17.02.03.

HAO management is responsible for obtaining comments from clients on the usefulness of the sessions, and from time to time, revising session contents to respond to client interests and new information gained by the staff. Staff shall periodically submit a report to the HAO Director on the information sessions and steps being taken to improve them.

04 - Informal Information Sessions

Informal information sessions are scheduled for individual clients or small groups of clients when warranted to address particular issues or concerns. For example, several clients might have problems getting landlords to understand the HAO Lease Agreement and might need special assistance on that topic; some clients may be interested in making substantial improvements to their homes and need to know more about how to obtain financing; some clients, after failing an evaluation for their current unit, may need information to assist them in the decision as to whether to move to a new unit or repair the current unit and effective methods of following up on either decision.

Informal sessions are scheduled to meet needs such as these. The sessions are offered by trained staff drawing on appropriate materials from the manual for structured information sessions and other information that may be relevant.

CHAPTER 18.00 - EQUAL OPPORTUNITY SUPPORT SERVICES

18.01 - GENERAL DESCRIPTION

01 - Goals and Objectives

An important goal of the housing allowance program is to help achieve equal opportunity in housing--to provide services that will help client households gain the same access to housing choices enjoyed by households of similar rent-paying capacity, regardless of their race, color, religion, sex or national origin.

To this end, the HAO has established three service objectives. The first of these is to provide useful information that helps program clients become more effective consumers in the housing market and in particular enables them to identify and know how to deal with illegal discrimination in regard to their search for housing, their attempts to secure housing once located, and their efforts to make the best use of their housing once secured. HAO efforts to achieve this objective are described in Chapter 17.00. The other two objectives which are the subject of this chapter are:

- o To provide for assistance to clients in their search for housing as such attempts relate to equal opportunity, including, where appropriate, escort services to housing units.
- o To provide for assistance to clients who suspect they have been the victim of discriminatory housing practices in the enforcement of their legal rights.

02 - Role of the HAO in Equal Opportunity (EO) Support Services

In the development of the allowance program, HUD recognizes that outside community groups (e.g., legal services programs, human rights commissions, fair housing groups, etc.) may be better equipped than the

HAO to provide the two types of equal opportunity services noted above and to provide other complementary services as well. It is the intent of the program to strengthen such groups rather than to weaken them by competition. For this reason, the HAO attempts to meet its equal opportunity objectives by referring client requests to such local groups for action where possible, and working with them to strengthen their service capacity for the benefit of HAO clients.

The HAO meets the expense of needed EO legal services within the limits of its budget. It attempts to contract with a local legal services group to provide the service, or where no local group with sufficient capability exists, to enter into an appropriate arrangement with a private attorney. (The group or individual providing legal services is referred to as the EO Counsel in the remainder of this Chapter.) It is expected that escort services normally are provided by local groups on a voluntary basis, but when this resource is not immediately available, HAO staff is called upon to provide this service.

03 - Responsibility for EO Support Services in the HAO

The EO support function in the HAO is the responsibility of the Housing Equal Opportunity Officer. The Housing EO Officer is a trained Equal Opportunity specialist who deals directly with clients on EO questions and problems. The EO Counsel deals directly with the Housing EO Officer.

04 - Assistance During the Search for Housing

Clients who may have EO problems are encouraged to call the HAO for additional information and clarification as they undertake the search for new housing. The HAO makes provisions for escort services when clients request it, provided that a special need exists, for example, for minority clients who have concerns about seeking housing in non-minority neighborhoods and elderly or handicapped persons who have mobility problems. The escort service consists of transporting the client to and from a housing unit of his choice. It may be provided by community organizations in the Program Area, or by the HAO.

05 - Assistance in the Enforcement of EO Rights

When a client believes he has encountered discrimination related to participation in the program, he should notify the HAO and discuss the complaint with the Housing EO Officer. The Housing EO Officer obtains the necessary factual information, informs the participant of his rights and responsibilities under the provisions of Title VIII of the Civil Rights Act of 1968 and the Civil Rights Act of 1866, fills out the necessary form, and refers the case to the local equal opportunity counsel. At this time, the Housing EO Officer also informs the client of his right to file his complaint with the Department of Housing and Urban Development or the appropriate state agency. If the client chooses to use the local equal opportunity counsel, he is told that this in no way abridges his right to also file his complaint with HUD or the appropriate state agency. To facilitate this, he gives the client a HUD Form '903 and tells him how to fill it out and where it should be sent.

When a problem is referred to him, the counsel interviews the complainant and verifies the facts.

When satisfied that the facts stated by the household warrant it, and with the written consent of the client, the equal opportunity counsel files the appropriate motion in District Court. He may then attempt to resolve the complaint through conciliation with the concerned parties where he deems this approach workable. If this procedure does not satisfactorily resolve the issue and result in a settlement, appropriate court action is instituted. As appropriate, the case is coordinated with the Office of Equal Opportunity, Department of HUD, and with local and state antidiscrimination agencies.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice to ensure transparency and accountability.

Furthermore, it is noted that regular audits are essential to identify any discrepancies or errors in the accounting system. This process helps in maintaining the integrity of the financial data and ensures compliance with relevant regulations.

In addition, the document highlights the need for clear communication between all stakeholders involved in the financial process. Regular meetings and reports should be conducted to keep everyone informed about the current financial status and any planned changes.

It is also stressed that the financial team should always stay updated with the latest market trends and economic indicators. This knowledge is crucial for making informed decisions and adjusting the financial strategy accordingly.

The document concludes by stating that a strong financial foundation is key to the long-term success of any organization. By following these guidelines, the company can ensure its financial health and stability in the future.

Finally, it is recommended that the company should consider seeking professional advice from accountants or financial consultants to further optimize its financial performance and risk management.

Overall, the document provides a comprehensive overview of the financial management process, from record-keeping to strategic planning. It serves as a valuable resource for anyone responsible for the financial well-being of an organization.

CHAPTER 18.00 - EQUAL OPPORTUNITY SUPPORT SERVICES

18.02 - STAFFING

01 - The HAO Equal Opportunity Staff

The Housing EO Officer, and staff that may be assigned to the function, are responsible for disseminating written and oral information about the nature of fair housing laws, how they are implemented, detection of discriminatory housing practices, and the procedures that clients should follow in order to secure acceptable housing of their choice.

02 - The Equal Opportunity Counsel

The services of a local counsel are retained to handle matters involving housing discrimination encountered by HAO clients. The Housing EO Officer is responsible for developing the working agreement with the local EO Counsel with the approval of the HAO Director. The counsel is responsible for following up all complaints and reports of discrimination until they have been resolved. Where appropriate, this may include assistance to the client in the verification of alleged discriminatory practices, conciliation efforts and agreements, and representation of the client in prosecution under the relevant federal and state laws and local ordinances.

The EO Counsel maintains files on complaints he receives and informs the client and the Housing EO Officer of the status of the complaints on a monthly basis.

03 - Equal Opportunity Staff Relationships

The Housing EO Officer acts as the principal source of technical assistance in the areas of equal housing opportunities and housing discrimination to all HAO staff. In addition, the Housing EO Officer, with the assistance of the EO Counsel, is responsible for assisting in the training of other employees in equal opportunity program requirements. The Housing EO Officer maintains an active working relationship with HUD

equal opportunity staffs. The Housing EO Officer maintains contact with and remains currently advised about the activities of the state and local fair housing agencies and private organizations whose activities relate to equal housing opportunity.

04 - Staff Training

The Housing EO Officer and the EO Counsel attend special training sessions on aspects of equal housing opportunity and the fair housing laws.

CHAPTER 18.00 - EQUAL OPPORTUNITY SUPPORT SERVICES

18.03 - ESCORT SERVICES FOR UNIT VISITS

01 - Policy

It is the policy of the HAO to make provisions for escort services for clients who wish to select another unit in which to reside, provided that a special need and willingness to use the service has been demonstrated. This service may be necessary for minority clients who are seeking housing in non-minority neighborhoods as well as for elderly or handicapped persons. The escort service may be provided by community organizations in the Program Area, or the HAO.

02 - Procedure

Upon receipt of a request from a client for escort services, the Specialist fills out the Escort Services Request Card (Form 18.03-1) and sends it to the Housing EO Officer. The Housing EO Officer receives the Request Card and enters it into the Escort Services Log (Form 18.03-2). If appropriate a participating community organization (e.g., church groups, the League of Women Voters, local fair housing groups, etc.) may be contacted to provide the service.

Alternatively the Housing EO Officer may designate an HAO staff member to provide the escort service. This consists of providing transportation to and from the units which the eligible client designates.

The Housing Allowance Office

MODEL: ESCORT SERVICES REQUEST CARD

Client Name:	_____	Date of Request
Address:	_____	__/__/__

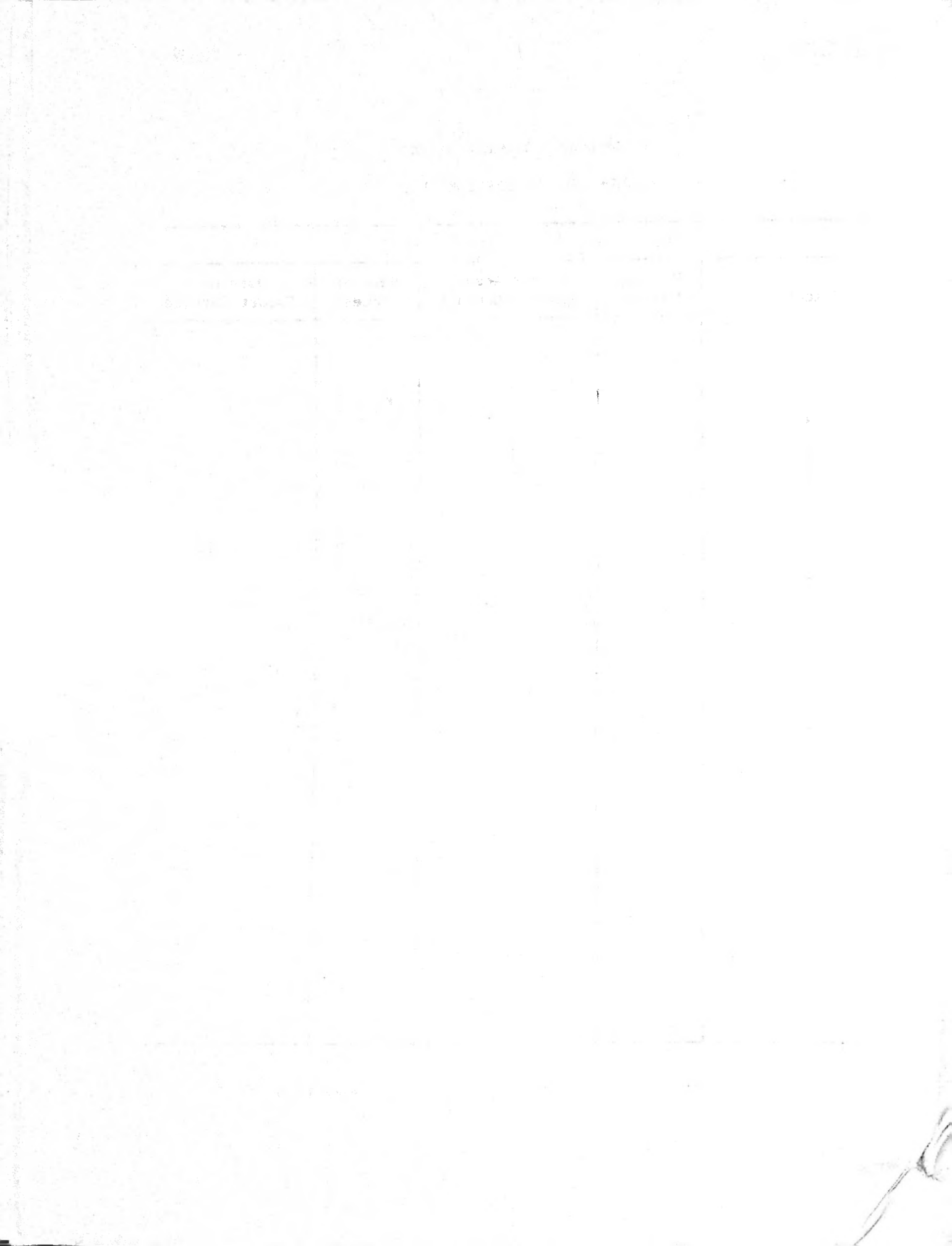
Phone No.	_____	
Client Service Specialist:	_____	
Organization Providing Escort Services:	_____	

Date of Service:	__/__/__	

The Housing Allowance Office

MODEL: ESCORT SERVICES LOG

Client's Name	Date of Request	Escort Agency/ Name of Contact	Date of Request	Date of Escort Service



CHAPTER 18.00 - EQUAL OPPORTUNITY SUPPORT SERVICES

18.04 - HANDLING DISCRIMINATION COMPLAINTS

01 - Receiving Complaints

The Housing EO Officer is responsible for receiving oral and written housing discrimination complaints from clients. At the discussion with the client, the Housing EO Officer obtains all the necessary information about the alleged discriminatory act and completes the Discrimination Documentation Form in triplicate (Form 18.04-1). He then informs the client about the complaint process as defined in Title VIII of the 1968 U.S. Civil Rights Act and the Civil Rights Act of 1866. He advises the client about his rights and responsibilities under these laws. He also informs the client about his right to private litigation. The Housing EO Officer informs the client about the free legal counsel available to him and sets up an appointment with the local Equal Opportunity Counsel. The Housing EO Officer sets up and maintains individual files on all clients who have alleged housing discrimination problems. He submits a monthly report to the HAO Director about the number and status of the housing discrimination problems that he is currently handling.

02 - Complaint Investigation

The investigation of the complaint is carried out by the EO Counsel upon his receipt of a copy of the Discrimination Documentation Form from the Housing EO Officer. The Counsel first talks with the complainant, reviews the information stated in the form, and asks any questions that may be pertinent to his investigation.

If after this discussion the Counsel and client have decided that further action is called for, the Counsel undertakes a thorough verification of the alleged facts. Where appropriate, paid or volunteer investigators, recruited from local organizations such as church groups,

local fair housing groups, the League of Women Voters, etc., help with the investigation. The Housing EO Officer and staff may also assist. Training for investigators is conducted by the EO Counsel with assistance from the Housing EO Officer.

After the verification is completed to his satisfaction, the Counsel discusses the case with the Housing EO Officer and describes the course of action he proposes to recommend to the client. If the EO Counsel is in private practice (i.e., not a local legal services group), the HAO Director's approval is required before the Counsel takes any court action on behalf of an HAO client.

The Counsel then meets again with the client, reviews his findings, explains all of the alternative means of handling the case that are available, and makes his recommendation on the action he believes is most appropriate.

Written consent from the client must be obtained by the Counsel before instituting any legal proceedings. On the consent form (Form 18.04-2) the client must also specify that he wants the HAO-EO Counsel to represent him in subsequent action. (The HAO will not pay for legal assistance provided by other attorneys.) If the client selects the HAO counsel and signs the form, the Counsel next files the appropriate motion in district court.

03 - Conciliation of Complaints

If appropriate, the EO Counsel then contacts all parties involved in the alleged discriminatory practice to resolve the complaint through conciliation. If these efforts do not prove successful in a reasonable period of time (generally no longer than ten working days), conciliation efforts cease and formal civil proceedings are instituted if the client agrees.

04 - Enforcement

The EO Counsel then goes on to represent the client in the appropriate proceedings in the U.S. District Court. If the equal opportunity counsel is in private practice, prior approval must be obtained from the HAO Board

of Trustees and from HUD before program funds are disbursed to the equal opportunity counsel for further counsel and/or assistance to the client at the appellate level.

05 - Information Regarding Status of Complaint

The equal opportunity counsel regularly informs the client and the Housing EO Officer of the status of the client's case.

06 - Other Legal Services

When a client has a specific problem about his lease, code enforcement violations, etc., the HAO staff refer him to the appropriate local agency(s) or community groups for aid in remedying the problem.

The Housing Allowance Office

MODEL: DISCRIMINATION DOCUMENTATION FORM
 (Derived from Housing Discrimination Complaint Form OMB No. 63-R1226)

Date _____

Equal Opportunity Specialist _____

STATE OR LOCAL
FEDERAL COVERAGE
PRIOR ACTION
PRELIMINARY DETERMINATION

PLEASE TYPE OR PRINT

1. Name of aggrieved person or organization (Last Name - First Name - Middle Initial) (Mr. Mrs. Miss)

Telephone Number _____

Street Address, City, County, State and ZIP Code _____

2. Whom is this complaint against?

Name (Last Name - First Name - Middle Initial) _____

Street Address, City, County, State and ZIP Code _____

Telephone Number _____

Is the party named above a: (Check applicable box or boxes)

Builder Owner Broker Salesman Supt. or Manager Bank or Other Lender Other

If you have named an individual above and you know that he was acting for a company in this case, check this box and write the name and address (Street, City, County, State and ZIP Code) of the company, in this space.

Name and Identify Others (if any) you believe violated the law in this case _____

3. What did the person you are complaining against do? (Check applicable box or boxes)

- Refuse to rent, sell, or deal with you
- Discriminate in the conditions or terms of sale, rental, occupancy, or in services or facilities
- Advertise in a discriminatory way
- Falsely deny housing was available
- Engage in blackbusting
- Discriminate in financing
- Discriminate in broker's services
- Other (Explain in box 6 below)

4. Do you believe there was discrimination because of?

(Check applicable box and write your race, color, religion, or national origin on the line below the box checked)

Race or Color

Religion

National Origin

Sex

5. What kind of house or property was involved?

- Single family house
- A house or building for 2, 3, or 4 families
- A building for 5 families or more
- Other, including vacant land held for residential use (Explain in box 6 below)

Did the owner live there?

Yes No Unknown

Is the house or property (Check applicable box)

Being sold Being rented

What is the address of the house or property?

Street _____

City _____

County _____ State _____

When did act or acts occur? (Be sure to include most recent date, if several dates are involved)

6. Summarize in your own words what happened. Use this space for a brief and concise statement of the facts. Additional details of what happened may be provided on an attachment.

 (Date)

 (Signature)

The Housing Allowance Office

AUTHORIZATION AND CONSENT

I, _____ (TYPE IN NAME OF PARTICIPANT) _____, a participant in the (Site II name) Housing Allowance Program, hereby authorize _____ (TYPE IN NAME OF EO ATTORNEY) _____, a member of the Bar of the State of Indiana to represent me in action necessary in pursuing the discrimination complaint(s) I have filed with the Housing Allowance Office, Inc. Such action may include, but is not limited to, the filing of administrative complaints and initiation of a lawsuit or lawsuits in the appropriate United States District Court, under applicable Federal, State, and local statutes and ordinances. I understand that approval of the United States Government is necessary before funding will be made available to pursue legal actions relating to the above-described discrimination complaint(s) at or beyond the appellate level.

DATE: _____ SIGNED: _____