

St. Johns County Community Development Block Grant — Disaster Recovery Intake Policies and Procedures

Revised March 18, 2021



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OVERVIEW

The U.S. Department of Housing and Urban Development (HUD) allocated Community Development Block Grant Disaster Recovery (CDBG-DR) funds to the State of Florida to be distributed in federally-declared disaster counties impacted by Hurricanes Hermine and Matthew for activities authorized under Title I of the Housing and Community Development Act of 1974 (42 United States Code (U.S.C) 5301 et seq.) and described in the State of Florida Action Plan for Disaster Recovery.

HUD allocated \$45,837,520 in CDBG-DR funding on March 1, 2019, and an additional \$43,794,600 on September 27, 2019, for recovery programs in St. Johns County (SJC). St. Johns County has entered into an agreement with Florida Department of Economic Opportunity (agreement # H2338) to administer these disaster recovery funds.

Allocations, waivers, and alternative requirements applicable to this funding were published in the Federal Register on August 7, 2017 at 82 FR 38812; January 18, 2017 at 82 FR 5591; and November 21, 2016 at 81 FR 83254.

This program is designed to provide relief for those people impacted by Hurricane Matthew while addressing recognized impediments to affirmatively furthering fair housing as required under the Fair Housing Act. Assistance will be provided under a variety of housing activities including: repair and elevation; reconstruction of properties, replacement of manufactured houses, temporary relocation of homeowners, mortgage payment assistance, and buyout and acquisition for redevelopment. St. Johns County residents can apply for the CDBG-DR funds by visiting www.sjcfl.us/restore.

Intake for the Housing Program is conducted and processed by a program management consultant under the direction of St. Johns County Disaster Recovery Department. The application process will require each Applicant to sign a consent/release form that permits the Program to obtain third-party data required to support their eligibility. The program will review completed registration forms, assistance applications, and all supporting documentation submitted to determine if the Applicant meets the eligibility criteria for assistance from the Housing Program.

Eligibility Requirements include:

- Property must be an owner-occupied single family (1–4 unit) home in St. Johns County that was damaged or destroyed by Hurricane Matthew.
- Property was owned by and served as the primary residence of the Applicant at the time of the storm (October 7, 2016).
- Household must meet income eligibility requirements
- Applicant must be lawfully present in the United States.
- Participants must fully complete Registration Form and, if the registration indicates they may meet the above criteria, an Application.

The goal is to ensure every Applicant who seeks assistance from the Intake Center is assisted promptly with care, courtesy, and respect. Intake staff members must ensure that the facilities are kept clean and orderly and that all standards are upheld in an effort to provide excellent service to the Applicants. Intake staff must ensure that all visitors are signed in upon arrival and

photo identification is verified to confirm Applicant identity. Staff will be available through the eligibility determination process to answer any questions Applicants may have.

VERSION HISTORY

St. Johns County CDBG-DR Intake Center Policies and Procedures

Version	Date	Page	Description
#1	01/21/2019	N/A	N/A
#2	09/26/2019	Various	See Program and Policy Change Tracking Ledger
#3	05/20/2020	Various	See Program and Policy Change Tracking Ledger
#4	08/19/2020	Pgs. 8-9	See Program and Policy Change Tracking Ledger.
4.1	03/18/2021	Various	See Program and Policy Change Tracking Ledger.

VERSION POLICY

Version history is tracked in the table above, with notes regarding version changes. The date of each publication is also tracked in this table. The first version of this document is 1.0.

Substantive changes within this document that reflect a policy change will result in the issuance of a new version 2.0, an increase in the primary version number. Future policy changes will result in additional revision and issuance of a new primary version number.

Non-substantive changes within this document that do not affect the interpretation or applicability of the policy (such as minor editing or clarification of existing policy) will be included in minor version updates denoted by a sequential number increase after the primary version number. Such changes would result in a version number such as 2.1, 2.2, etc.

POLICY CHANGE CONTROL

Policy review and changes for the St. Johns County Appeals Process Policies and Procedures are considered through a change control process.

1. When policy clarifications, additions, or deletions are needed to more precisely define the rules by which the Appeals Process for the Homeowner Repair, Elevation, and Reconstruction and the Buyout Programs will operate, Program staff will discuss potential changes with the Program and Policy Review Committee (Review Committee). The Review Committee will determine whether the change is a **policy change** or a **process change**.
2. Policy changes require review and determination by the Review Committee. The Review Committee will discuss the policy change at an internal committee meeting. The Review Committee will approve the change, deny the change, or defer action on the request.

- a. If the change is approved, the Review Committee will communicate its decision to the Program Manager. The Program Manager will disseminate the new policy in a communication via email to all Program staff and instruct the Policy Analyst/Planner, or other designee, to reflect the change in the next revision to written policies and procedures.
- b. If the change is denied, no further action is taken.
- c. If a change is deferred, the Review Committee will request additional supporting information as necessary and place the item on the agenda for consideration at the next meeting

The Review Committee meets biweekly, as needed, to consider all pending requests but may meet as frequently as necessary to consider critical policy decisions.

The Review Committee will provide recommendations to the Chair (Disaster Recovery Director) for final approval. The Review Committee has authority to review and approve policy changes, render decisions on individual case appeals, and review waiver requests to the existing program cap to be submitted to the Department of Economic Opportunity (DEO) for review and consideration.

DISASTER RECOVERY INTAKE CENTER

Location: Health and Human Services Building
200 San Sebastian View, Suite 2206
St. Augustine, FL 32084
904-209-1280

OPERATING HOURS

Standard business hours for Intake Center are:

Monday–Friday

8:30 A.M. to 5:00 P.M.

(excluding County holidays)

At the County’s discretion, business hours may be reduced or extended. Weekend hours may be available at certain times with County approval. Any variations to core business hours will be posted at the facility and on the CDBG-DR website.

PROGRAM DEADLINES

The Housing Program is designed to be flexible and accommodate Applicants with extenuating circumstances. The intent of the deadlines is to expedite recovery and establish timelines for residents to apply for funds.

ENTRANCE/EXIT SECURITY

The following rules were created to provide a secure environment for the staff as well as the protection of all Applicant personal information. Program staff must adhere to the following at all times:

- Under no circumstances should anyone be in the facility alone. This is both to ensure the employees' personal safety as well as protect the integrity of the information stored and maintained in the facility.
- Homeowners are not allowed access to restricted work areas inside the facilities.
- All visitors to the facility are required to sign in upon arrival.
- All County, State, HUD, Consultant, or any of its duly authorized representatives have a photo identification badge with them at all times at intake centers and job sites.

INTAKE AFTER HOURS SECURITY

The following procedures are to be followed for prior to departure at the end of the workday:

- Ensure everyone has exited the facility.
- Secure all entrances and windows.
- Ensure all case file documents are secured and nothing with personally identifiable information has been left on any desk, table, or copy machines.
- Secure and lock away all laptops, tablet computers, iPads, and all other mobile internet access portals.
- Ensure all entrances are locked and properly closed after exit.

Intake staff will provide an emergency point of contact to the Housing Program Supervisor in the event of any issues that may arise. This information will only be used in the event of an emergency. Intake staff should immediately notify the Program Manager in the event of any site security issues.

MEETING SAFETY AND SECURITY

Due to the circumstances of the Applicant's recovery situation, they can feel forgotten, frustrated, impatient, or angry. To ensure safety of our staff the following rules **MUST** be adhered to:

- There will always be at least two staff members present for any closed-door meeting. This not only ensures the personal safety of the staff, but also ensures a third-party witness in case of miscommunication or misunderstandings during the meeting.
- Home visits **REQUIRE** a call to designee upon arrival at the home, and again immediately after departure from the home. The designee is the staff member's direct supervisor or another person assigned the role of designee.
- Home visits **REQUIRE** that a working cell phone be on and available during the meeting.
- If a customer becomes angry and is perceived to be out-of-control such that a staff member becomes concerned for their safety, the staff member should leave and immediately call 911.

PROTECTING APPLICANT PRIVACY

The Intake Center is handling large amounts of personal and private data, and the Housing Program must ensure that all data is securely handled and protected. The intake staff will enact necessary measures to ensure personally identifiable information (PII) of all Applicants is safeguarded to avoid release of private information. If a contractor or employee should experience any loss or potential loss of PII, the program shall be notified immediately or no later than 24 hours of the breach or potential breach.

If the program is notified of loss or potential loss of PII, immediate efforts will be undertaken to ensure the recovery of said information.

Documentation provided by the Applicants is considered PII and must be safeguarded for the security of the homeowner. To ensure the security of this information the following rules MUST be adhered to:

- Print only the documents necessary to process the applications.
- Ensure all printed documents are secured at all times.
- All disposition of records will comply with Florida administrative code.
- Properly file all hard copies of case files and/or documents in a secure area when not in use. A locking mechanism must be in place where the files are stored.
- Original documents used to support the homeowner application are scanned in the presence of the Applicant and returned.
- The password protection protocol on computers, cellphones, and tablets must be followed at all times.
- To protect the privacy of PII, no recordings or photos of intake activities will be allowed.

The protection of PII is an absolute and fundamental requirement of this program.

MAINTAINING A SAFE WORKSPACE

- All work locations must be kept clean and orderly.
- Ensure all spills, drips, and leaks are cleaned up immediately.
- Place trash in the proper receptacles.
- Report all injuries sustained in the workplace immediately to your supervisor.
- Report any unsafe condition or acts to your supervisor.

FAIR HOUSING AND LIMITED ENGLISH PROFICIENCY

The Housing Program, including its intake operations, are designed to ensure the programs comply with applicable laws regarding Fair Housing and providing services to those with Limited English Proficiency (LEP), consistent with County's Language Access Plan. The purpose of the Plan is to ensure that LEP persons are given meaningful access to services so that they can effectively participate in and benefit from federally funded activities and programs.

All qualified and potential clients are entitled to an equal opportunity to use and benefit from the program services and its contracted service providers. This includes reasonable accommodations to ensure that programs and services are equally accessible. All registration and application forms are available in English, and if requested, a Spanish version will be provided.

Auxiliary aids or language interpreters will be available for use by clients, potential clients, employees, and Applicants with impaired sensory, manual, or speaking skills in each phase of the service delivery (e.g. telephone inquiries, requests, intake interviews, counseling, and complaints, etc.) at no cost. All request for auxiliary aids or language interpreters will be documented. Documentation of request will include date, time, contact information, and type of request. Special arrangements may be required to accommodate auxiliary aids or language interpreter services, which can extend the application review process. Intake meetings and

personal consultations should be conducted in the Applicant's preferred language and forms and the intake application should be reviewed and discussed with the aid of a translator.

COMMUNICATION STANDARD

All communication (in-person and via telephone, mail, text, and emails) with Applicants must be professional and pleasant. Any communication from elected officials, the media, and/or attorneys should be directed to County staff. Any substantive contact with these individuals will be handled by the County, unless directed otherwise. No contractor or subcontractor's personnel may make public statements about the program without first coordinating and clearing such communication with the County.

Intake staff will document all communication with Applicants within the case file throughout the life of the project. All entries should include appropriate language describing the nature of the communication, delivery method, and the date it occurred. No entries should be written in a negative tone. If an Applicant is rude, vulgar, or offensive on the telephone, e-mail, or in-person, intake staff is not obligated to continue the conversation. If unruly Applicant is present, intake staff should notify their supervisor immediately to defuse the incident. If the Applicant is on the telephone, intake staff should immediately notify their supervisor of the Applicant's name, telephone number, and details concerning the incident. The supervisor should call the Applicant as soon as possible but no later than 24 hours after the initial conversation to come to a solution.

PRIVACY PROTECTION OF INFORMATION RECORDED IN PHYSICAL COPY

All locks will be routinely checked to make sure they are in working order. Keys to Intake Center will only be given to authorized personnel and staff. Intake staff is responsible for making sure facility is secured in the evenings or when left vacant. The Housing Program will store all paper documents and applications containing sensitive information in locked drawers or file cabinets. Possession of keys to locked drawers and filing cabinets will only be given to authorized personnel.

APPLICATION PRIORITY SCHEDULE

St. Johns County's primary goal is to benefit low to moderate income (LMI) households. Applications received from Applicants who are not LMI will not be served under this program as a National Objective cannot be met.

CALCULATION OF INCOME

The adjusted gross household income will be determined and verified in accordance with HUD approved Adjusted Gross Income methodology utilizing the IRS 1040 "long form". IRS 1040 forms will be collected for all household members as applicable. Dependents and their potential income will be recorded as such as indicated on IRS 1040 forms. Adjusted gross incomes as indicated on the IRS 1040 forms will be recorded for all household members and combined to calculate a total household income. The Case Manager will conduct the eligibility review and complete the Income Verification Form for each application. The Income Verification Form is a worksheet designed to collect all adjusted gross income data for all household members in order

to calculate Total Household Income. This total household income must meet the income eligibility criteria set by HUD for LMI qualified households to qualify under the LMI priority. The Housing Program will use HUD's CPD Income Eligibility Calculator to document that income was calculated in accordance with the IRS 1040 Adjusted Gross Income definition and is within the required income limits for the program.

The program will use the 24 CFR Part 5 definition of annual income prior to September 1, 2020. After September 1, 2020 St. Johns County will use the IRS Form 1040 Adjusted Gross Income (AGI) method of income calculation for purposes of identifying and confirming household income unless the applicant did not file a Federal Income tax form for the most recent year. Self-employed applicants will be required to submit the most recent two years of Federal income tax forms. If the applicant did not file an income tax return, then the AGI Worksheet method will be used to determine Low-Mod Housing and Urgent Need. Income limits are established by HUD and updated annually.

The Intake Center staff will identify applications previously determined to be ineligible after application based solely upon the HUD Part 5 income definition. Outreach will be conducted to these homeowners to inquire if they are still interested in the housing assistance program, and applications may be reopened for those willing to provide the income documentation needed to complete the AGI income verification review. Applications reopened for the review of income under the AGI income definition will follow the same requirements for applicant responsiveness and providing documentation.

In verifying income, the Housing Program uses source documentation as evidence of annual income including review of documents and third-party verification. Applicants are required to provide their most recent IRS Form 1040 also referred to as the "long form." The 1040EZ or "short form" is not acceptable for submittal for income verification and determination of applicant eligibility. The income calculation process must conform to HUD's guidance in determining income and allowances for CDBG-DR funding allocations. Under the Annual Gross Income methodology of income calculation, the County will rely on the IRS 1040 adjusted gross income calculation to determine household member income. Income for all household members must be accounted for through the provision of IRS 1040 documentation. If the applicant, or a member of the household, did not file an income tax return, then the AGI Worksheet method will be used to determine income for that individual and any potential dependents.

The Housing Program will do a "snapshot" of the household's current circumstances to project future income, using an assumption that today's circumstances will continue for the next 12 months, unless there is verifiable evidence to the contrary. Adjusted Gross Income and total household income calculations will be performed in accordance with the "Technical Guide for Determining Income and Allowances for the HOME Program". This is a self-study guide that provides an explanations as to the Adjusted Gross Income calculation methodology.

The Applicant's income is certified at the end of the income review process, and re-certified on an as-needed basis in accordance with the Income Eligibility Policies and Procedures. The program has created an income legacy document that will identify the methodologies used for the calculation of applicant income. Legacy document will allow compliance reviews to be done in the same lens as the calculations were performed.

COMPLAINT/APPEALS PROCESS

The Complaint/Appeals process is fully explained in the ineligibility letters. Resolution of complaints will be addressed sensitively and fairly. Complaint/Appeal process will be thoroughly documented throughout the program in order to give Applicants an opportunity to participate. The Housing Program will maintain clear and respectful method of communication with all Applicants. Intake staff will notify CDBG-DR County staff immediately upon receipt of formal complaints regarding a program decision (Appeals). All complaints will be handled in accordance with the general policies and procedures. Intake staff will track and document all complaints and appeals received during the program.

PROGRAM INTAKE/ASSISTANCE

All potential Applicants will inquire about the Housing Program by contacting the St. Johns County Disaster Recovery Department or the Intake Center. Information will be available through the Intake Center in-person, by phone, and or e-mail. All potential Applicants who wish to seek assistance through the Housing Program must submit a completed Registration Form. Once a person has successfully completed the Registration Form, he or she will then be considered to be an Applicant. The Intake Center and County staff will review registration forms and provide Applicant a preliminary eligibility determination. Notification of eligibility will be conducted in the order the forms were received.

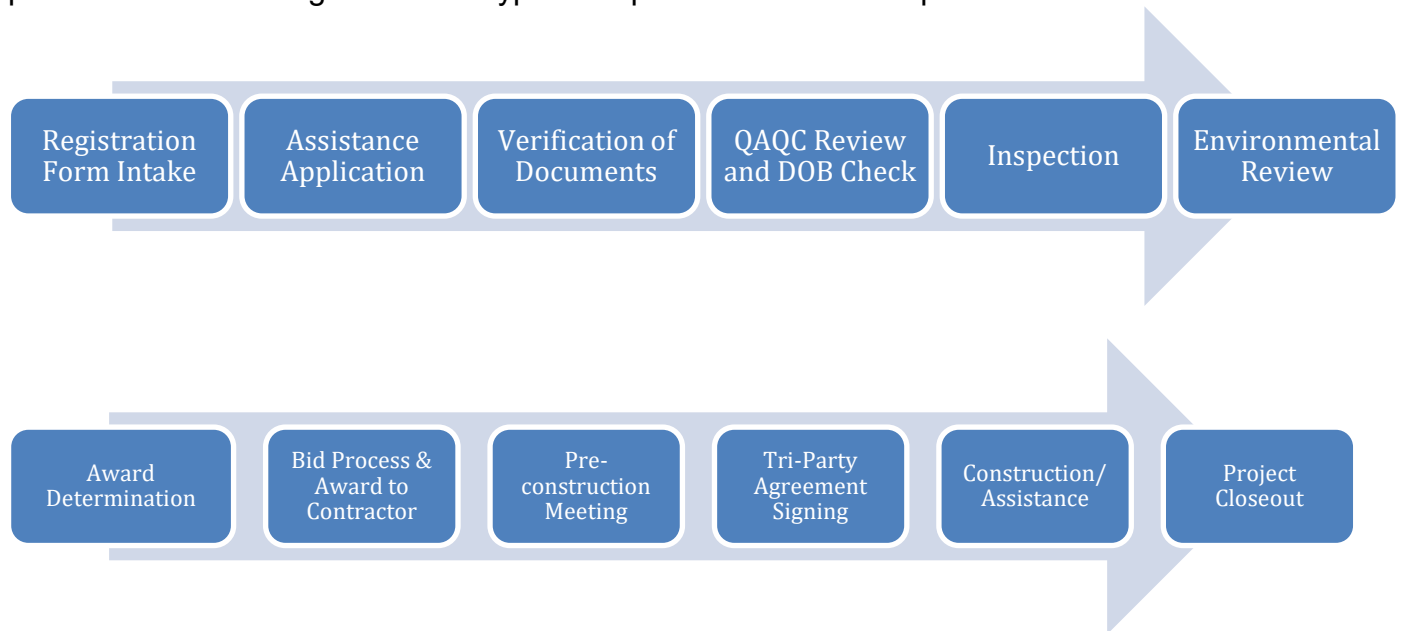
HOME VISITS

Home visits for Applicant's that are unable to travel to the Intake Center for their appointment will be handled in the following manner:

- Case manager will schedule the home visit during regular business hours, Monday - Friday 8:30 a.m. to 5:00 p.m., excluding County observed holidays
- Case Manager will ensure all equipment is functional prior to the home visit.
- Home visit appointments will be held on time. If case manager is running behind schedule, the Intake Center is to let the applicant know.
- Safety briefings need to be completed prior to appointments.
- Case managers need to have a contact number for their supervisor. This is not only important for safety reasons, but in case unique scenarios or questions arise and the Case Manager needs guidance in order to move forward with the appointment.
- Case Managers will need to have all materials present in order to make the home visit productive.
- Applicant is to be made aware of all documents expected to be collected during the home visit.

APPLICANT TRACKING

All Applicants will be given an application number that will be used as a unique identifier throughout the life of the program. The application identification number will be assigned to Applicant upon receipt of Registration Form. Intake staff will use the application number on all correspondences and will be the primary method to identify the Applicant. The Housing Program will have a tracking system in place to manage applications at the various stages of the intake process. The following shows the typical steps in the assistance process.



The Housing Program will ensure that multiple methods of communications are provided to the Applicant regarding the status of their application. Methods of communication will be consistent for all program Applicants and shall include e-mail, letter, and telephone. Status updates shall be available throughout the process

The program will ensure that information related to the status of applications will be provided in a timely manner. Applicant may submit status inquires via e-mail, telephone, mail, or in-person regarding the status of their application. Status update inquires will be handled within 24 hours of their receipt.

ELIGIBILITY REVIEW

Intake staff may call an Applicant based on their preliminary review to set up in-person consultation to complete the full application for assistance, collect documentation to support and verify for eligibility. In-person consultation will be scheduled, to the greatest extent possible, in the order in which the calls are placed. All appointments will be scheduled by intake staff through a calendar program such as Outlook Calendar, and added to the project calendar in the system of record.

The in-person consultation will include all supporting documentation to verify income, current proof of ownership, proof of ownership at the time of the storm, current primary residency and at time of the storm, duplication of benefits, citizenship status, and other required criteria. The intent of the in-person consultation is to help make a potentially complicated process

understandable and less stressful on the Applicant. Staff will be available at every step to answer any potential questions that may arise. All applications will be received and processed by intake staff who will collect, record, and file all necessary documents.

Intake staff will go through the supporting documents provided by Applicant and identify all relevant information needed for the case file. Original documents used to support the homeowner application will be scanned in the presence of the Applicant or copies made and returned immediately.

Applicant will be given an opportunity to provide any missing supporting documentation after the consultation. Only completion and submission of all required forms and supporting documentation will be considered as application for program benefits.

Intake staff will prepare an Application Additional Documents Needed form for all applications that were not completed at the end of the consultation. The notice will identify any action items that are pending before the application is considered complete. The notice will establish a 15-day (includes weekends and holidays) deadline from the date of the notice to respond and provide the necessary information to complete the Assistance Application. Applicant will have the opportunity to schedule additional application assistance consultations as needed.

Failure for an application to be completed within 30 calendar days of first notice (including weekends and holidays) will trigger intake staff to change the status of application to “inactive”. An inactive status is given to an Applicant that has failed to provide requested documents within 30 days of first notice. An “Inactive Application” notice will be sent to the Applicant informing them their application is now inactive. All inactive applications will not be eligible for assistance. The notice will have instructions for Applicant to appeal the status change. Intake staff will document all efforts to contact Applicants about their incomplete status.

DAMAGE ASSESSMENT PROPERTY INSPECTION

As applications are being processed, Damage Assessment eligibility inspections will be scheduled by intake staff through a calendar program such as Outlook Calendar. Inspector/Cost Estimator will be responsible for verifying property damage, taking photographs compiling a progress report, and collecting information to complete a work write-up/cost estimate. Homeowner will need to be present during the inspection to answer any questions staff may have.

CDBG-DR appropriation laws require a direct relationship between the disaster and the housing project to be undertaken. In cases of damage, photographs, work write-ups, and supporting documentation is acceptable. Inspector/Cost Estimator will identify what eligible CDBG-DR related activity is the best fit for the household in accordance to the Housing Policies and Procedures. The work write-up will serve as scope of work and will include a cost estimate. Applicant will be required to approve the work write-up and cost estimate performed by the Inspector/Cost Estimator and will be included in the case file.

VERIFICATION OF DOCUMENTS AND DUPLICATION OF BENEFITS CHECK

Intake staff will be responsible for verifying information provided in the application and will use source and third-party documentation to verify information on application as needed. The intake staff will do a preliminary review of the duplication of benefits (DOB) of all Applicants. The

Department of Economic Opportunity (DEO) will be responsible for providing access to DOB information held by the State. The final DOB review will be performed by DEO.

All supporting documents must match Assistance Application submitted by the Applicant. Discrepancies between the supporting documents and the application will be identified and flagged by intake staff. If needed, intake staff will contact Applicant for further clarification. Applicant will have the opportunity to submit additional documentation addressing the discrepancies that are identified. Typographical errors on the application can be handled by intake staff on a case-by-case basis if the supporting documentation was provided during intake. Changes to application that could affect eligibility determination will require Applicant written consent (e-mail, letter, or in-person). All discrepancies and requested changes will be documented within the case file.

ENVIRONMENTAL REVIEW

The purpose of the environmental review process is to analyze the effect a proposed project will have on the people and the natural environment within a designated project area and the effect the material and social environment may have on a project.

The Housing Program must prepare and maintain a written record of the environmental review undertaken for each project. This written record or file is called the Environmental Review Record (ERR), and it must be available for public review upon request. Environmental Review will not be completed until the Applicant is deemed eligible for assistance.

Environmental Consultation will be scheduled, to the greatest extent possible, in the order in which Applicants are deemed eligible. . The County's environmental consultant will perform the environmental reviews. Applicant will be notified whether their presence will be required.

All environmental reviews will be submitted to the DEO for review and approval. Case file must contain DEO approved ERR. Environmental review of CDBG-DR Housing projects is required before any funds obligated to any individual project. The County CDBG-DR staff will coordinate all scheduling and contact of homeowner Applicant for their environmental contractor.

AWARD DETERMINATION

Upon a full review of the Assistance Application and all supporting documents, intake staff will make an eligibility determination. Eligibility determination will be based on all information obtained during the application and review process.

Award calculation will be performed by first identifying Applicant's total need. The Applicant's total need for assistance will be established by using information obtained during application review and the work write-up performed by the Inspector. Intake staff and the State will identify all assistance determined to be duplicative during the DOB review. Intake staff will subtract all assistance found to be duplicative from the total identified need to establish the final award. Applicant will be responsible for providing funding to cover gaps in funding caused by DOB.

Sample Award Determination	
Applicant Total Need	\$100,000

Assistance Determined to be Duplicative	\$30,000
Final Award	\$70,000

The SJC CDBG-DR program staff will schedule an environmental review of the property using the County environmental consultants. The property will need a completed environmental review before any funds are actually obligated. Intake staff will provide documentation necessary for completion of the environmental review to SJC CDBG-DR staff, to be forwarded to the County's environmental contractor. County will solicit bids through the County Pre-Qualified construction contract to perform the scope of work identified in the work write-up. Upon successful completion of the environmental review and selection of contractor to perform scope of work, Intake staff will draft the tri-party agreement using the template approved the County, and schedule the closing for the purpose of executing the assistance agreement, and obtaining all other documentation signatures from the Applicant. All ineligible applications will have the opportunity to appeal the decision as described in the CDBG-DR Eligibility Determination notice and in the program policies.

LEAD BASED PAINT/ASBESTOS INSPECTION

Whenever Federal funds, such as CDBG-DR, are used to assist housing built before 1978, steps must be taken to address lead hazards. All housing units assisted with CDBG-DR funds must comply with the regulations found at 24 CFR Part 35. Owner-Occupants must be notified of the results of any lead hazard evaluation work or the resumption of lead-based paint or lead hazards by the environmental contractor that performed the inspection. A copy of this notice must be provided to owner-occupants within 15 days of the evaluation. A copy of this notice will be included in the case file. Assessment/evaluation methods include visual assessments, paint testing, and risk assessments that must be done by qualified professionals. Lead-based evaluations will be performed during the scheduled environmental review process. A copy of the lead-based paint evaluation will be included in the case file. Single Family (built) units verified for rehabilitation will be tested for the presence of asbestos for those components where reconstruction and or repair will take place. A certified contractor may conduct the inspection work, testing, on-site air monitoring, and clearance per FL DEP and local regulatory requirements.

CLOSING

A Tri-Party meeting will be held between the participants (County, Homeowner, and Contractor). The purpose of the closing is to document the assistance and the participant's obligations under the CDBG-DR program. This is also an opportunity to ensure participants understanding of the program obligations. The assistance agreement will be provided to all participants prior to the closing to allow an opportunity to review the agreement prior to execution. The assistance agreement will be executed by participants during the closing. The housing agreement will contain but not be limited to the financial mechanism to pay for the assistance, the calculation of award, program requirements, and the terms and conditions as they relate to the DOB. All Applicants will be provided informational Lead Hazard Information Pamphlet during the Tri-Party meeting.

The Applicant will be responsible to provide the gap in funding caused by a DOB, if appropriate, at closing. Applicant will provide the duplicative assistance gap funding directly to the County via

certified cashier's check. Additional funds provided by Applicants will be deposited in a DOB fund account to be used during the construction of the home. Intake staff will make a copy of the check and add it to the casefile. County will track the funds internally and will be paid to contractor upon completion of work.

Upon execution of all parties, intake staff will process the assistance agreement and provide electronic copies to all parties via mail, in-person, or e-mail. Execution of the assistance agreement will allow staff to move forward with the identified CDBG-DR eligible assistance activity.

CONSTRUCTION ASSISTANCE MANAGEMENT

CDBG-DR County Staff will be responsible for managing all projects. For applicable construction projects, a pre-construction meeting will be held with Applicant and construction contractor right after the closing. The pre-construction meeting will go more in-depth about project details and construction schedule. details such as color of paint, carpet, tile, roof, etc., will be provided to Applicant for their review and approval.

Before construction begins, County will issue a Notice to Proceed to begin work. Inspectors will inspect work to verify conformity with the scope of work and document progress inspections. All progress inspections, invoices, and change orders must be documented in the Applicant file. Inspector will ensure all CDBG-DR program guidelines are being followed. All invoices and change orders for construction will require County staff and owner approval. Staff will verify that invoices are billed for work actually performed and that any change orders are for unforeseen circumstances and are cost reasonable. Upon completion of the project, Inspector will issue a final inspection. Final inspections will include photos of the completed work. Before final payment can be made, County staff and owner must accept the work that was performed.