

Exhibit I: Escrow Procedures for FSS

Annual and Interim Reexaminations

- 1) The Housing Case Manager will email the FSS Coordinator that they are working on a certification. The FSS Coordinator will need to complete the FSS certification addendum.
- 2) Once the FSS Coordinator has completed the FSS certification addendum, FSS Coordinator will email the Housing Case Manager acknowledging that it has been completed.
- 3) The FSS Coordinator will print the FSS escrow worksheet. (Please see Exhibit 1)
- 4) The FSS Coordinator will write on the top of the worksheet the effective date of action and place the escrow worksheet in the Accounting's mailbox.
- 5) FSS Coordinator will print a 50058 to review for accuracy. (Please see Exhibit 2)
- 6) FSS Coordinator will double-check the FSS worksheet to assure accuracy.
- 7) FSS Coordinator will write a letter to the tenant concerning the change in escrow and cc: the tenant file, FSS file and Accounting. (Please see Exhibit 4)
- 8) Participants can request an interim with their Housing Case Manager due to an increase in earned income. (Please refer to ACO or ADMIN Plan) An increase in earnings may result in being eligible for an escrow credit.

If there is a problem or correction with the escrow

- 1) The FSS Coordinator will field all questions from the client.
- 2) FSS Coordinator will present the problem to the Housing Case Manager and/or Accounting Bookkeeper to re-check.
- 3) If Accounting Bookkeeper presents the problem to the FSS Coordinator, the Coordinator will direct the question to the appropriate DMMHA staff.
- 4) If corrections need to occur the Housing Case Manager will make the changes in MLS and generate a new escrow worksheet with the word "revision" on it. This will be given to the FSS Coordinator.
- 5) The FSS Coordinator will follow up with the FSS participant IN WRITING concerning escrow issue and cc: FSS file and Tenant file. A copy of the letter to the participant will be emailed to accounting. Any changes that Accounting has made will be emailed to the FSS Coordinator so that they can include this information in their letter to the FSS participant.

Quarterly escrow statements

- 1) FSS Coordinators will send out quarterly escrow statements to each FSS participant along with their monthly letter that is sent to each participant. (Please see Exhibit 6)
- 2) FSS Coordinators will keep a copy of the escrow statements in the FSS participant's file. (Please see Exhibit 7)

Procedures for successful completion of the FSS program

- 1) When it is indicated that completion from the Family Self Sufficiency program will occur a letter will be sent out to participant informing them of requirements for successful completion of the Contract of Participation. (Please see Exhibit 8) Once a letter is received from the participant the following steps listed below will occur:
- 2) The FSS Coordinator will either receive oral **or written** verification from a DHS worker that the FSS participant and members of the family have not received welfare assistance in the past twelve consecutive months or the FSS participant will provide written certification.

- 3) If participant is leaving both programs which would include, the FSS program and Section 8 or Public Housing, the effective date of completion from the FSS program will be the same date as the date the housing assistance will end. After that date has occurred e-mail will be sent to the Housing Case Manager to confirm compliance with Section 8 or Public Housing.
- 4) If the client is leaving only the FSS program due to successful completion of the Contract of Participation, an e-mail will be sent to the Case Manager after the date of completion has occurred to confirm compliance with Section 8 or Public Housing.
- 5) Once the FSS Coordinator receives confirmation that the participant is in compliance a memo will be submitted to the Occupancy and Program Enforcement Administrator. This memo will request that the client successfully complete the program. Also, a copy of the letter from the participant will be attached for the supervisor to review. (Please see Exhibit 9)
- 6) A memo will then be drafted for Accounting for release of escrow monies due to successful completion and indicating that they are in compliance with Section 8 or Public Housing. The Family Self-Sufficiency Coordinator will sign this memo. This memo will also request that Accounting e-mail the Family Self Sufficiency Coordinator of what date the check will be mailed or what date can the FSS Coordinator pick the check up. (Please see Exhibit 10)
- 7) Once notification has been received from Accounting the FSS Coordinator will write a letter to the FSS participant stating when a check will be issued. CC: FSS file (Please see Exhibit 11)
- 8) FSS Coordinator will check the status of participant in MLS once check is cut. If MLS automatically change status to "A" active, FSS Coordinator will change back to "I" inactive.
- 9) The FSS Coordinator will create a type 8 certification to exit the participant from FSS (see procedures tab). The FSS Coordinator will manually transfer the cert. If the participant is leaving the FSS program and Housing assistance at the same time the effective date will be the same and the FSS exit in MLS should be piggybacked off the end participation cert by the Housing Case Manager. The FSS Coordinator will send a support request to the System Administrator with the above information.

* All correspondence between staff should be done through email in order to keep a paper trail.

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