



Social Service & Social Service – Transportation Grant Manual

Policies & Procedures



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Introduction

The City of Frisco recognizes the need for community services within the City and, for this reason, makes funds available for social services and transportation for providing social services. The Social Service Grant (SSG) supplies funds for programs that provide public service activities directly to Frisco residents, with special consideration given to those agencies offering short-term, urgent economic assistance or care services, or offering immediate relief of a crisis impacting the physical and/or mental health of Frisco residents. The Social Service Grant – Transportation (SSG-T) funds programs that provide transportation focused service activities to Frisco residents. All such services will contribute to one or more goals of the City's current, adopted Consolidated Plan of Housing and Community Development Goals.

Purpose

The purpose of this manual is to provide management support to SSG and SSG-T subrecipients, while ensuring that all subrecipients adhere to City of Frisco grant rules. It is designed to help subrecipient agencies understand the requirements that apply to the delivery of grant programs and activities to Frisco residents. It is a supplement to applicable regulations, standards, and policies.

SSG Eligible Activities:

- Community services for low-to-moderate income households (general categories for such assistance and care include food, clothing, shelter, transportation, medical or crisis counseling care, or any other social services provided directly to individuals or households).
- Removal of barriers that restrict the mobility of disabled persons.

SSG Ineligible Activities:

- Duplication of programs.
- Social functions, parties, receptions, fund-raising benefits, refreshments, or beverages.
- Licensing fees of any kind.
- Underwriting, investments, stocks, bonds, or any financial obligation.
- Fines, penalties, or costs of litigation.
- Salaries.

SSG-T Eligible Activities:

- Ground transportation purposes including but not limited to: gasoline purchases, ride share costs (e.g. LYFT or Uber), DCTA or DART bus fare, taxi fare, or light rail transit.
- Repairs and maintenance of fleet vehicles.
- Fleet vehicle registration and/or renewal.

- Car payments – reasonable amounts and limited to 3 months per client assistance. Discuss with City Staff before implementation.

SSG-T Ineligible Activities:

- Airplane fare.
- Personal car repairs.

Insurance and Indemnification

Each agency must procure and maintain insurance for the duration of the contractual agreement between the City of the Frisco and the agency. Insurance against claims for injuries to persons or damages to property which may arise from or in connection with the services performed or to be performed by the subrecipient, its agents, representatives, employees, volunteers, officers, director, or subcontractors. Each agency must provide adequate proof of insurance prior to signature of the contract for funding. Also, each agency is required to submit updates to insurance, if applicable.

ALL INSURANCE REQUIREMENTS ARE STATED IN DETAIL AS AN ATTACHMENT TO THE AGENCY CONTRACT.

Contract Signing

The Community Services Division staff facilitates a contract signing and training session that is mandatory for all awarded agencies. If the agency signatory is not available for training, someone from the agency can attend in the signatory's place. If there is an unavoidable conflict with the training meeting time, the signatory must schedule a one-hour meeting with the Community Development Division staff liaison and the Housing and Community Services Manager to go over all details addressed in the mandatory training.

A representative possessing signature authority from the Subrecipient's board or governing body must sign the contract and submit all required Exhibits by September 30th.

Contract Modifications

If, during the term of this Agreement, Agency wishes to utilize funds for purpose(s) other than stated above, such change will be allowed only if approved by the City Manager or his designee in advance in writing and such purpose(s) meet the test of a valid public purpose. Such change may be allowed only after approval by Agency's Board, as evidenced by the official minutes of the board authorizing the change, and by the Social Service and Housing Board, and by the City Manager or his designee. No expenditure of funds in conformance with the proposed change is permitted until written approval is executed by the City Manager or his designee.

The City of Frisco may, in its discretion, amend contracts to conform with Federal, State, or local guidelines, policies, and available funding amounts, or for other reasons. If such

amendments result in a change in the funding or the scope of services, such modifications will be incorporated only by written amendment and will not become effective until signed by both, The City of Frisco and the subrecipient.

Any request for transfer of funds among the contract budget categories submitted by the subrecipient will require written approval from The City of Frisco, before the transfer can be effective. The subrecipient may make transfer of grant funds between or among budget categories as listed in the Budget attached to the contract, without requiring a formal amendment to the contract provided:

1. The cumulative dollar amount of all transfers among budget categories is equal to or less than ten percent (10%) of the total amount of the budget;
2. The transfer will not change the scope of the project funded under this contract; and
3. The subrecipient submits to City of Frisco, a written statement specifying reason for transfer request, amount of funds to be transferred and identification of effected budget categories and receives an approval from the Housing and Community Services Manager.

All other transfer of funds will require a formal amendment.

Financial Management

Internal Controls

Internal controls include a combination of procedures, specified job responsibilities, qualified personnel, and records that together create accountability in an organization's financial system and safeguard its cash, property, and other assets. Such controls ensure that: (1) Resources are used for authorized purposes and in a manner consistent with applicable laws, regulations, and policies; (2) Resources are protected against waste, mismanagement, or loss, and (3) Reliable information on source, amount, and use of resources are updated and recorded.

Additionally, internal controls will ensure that no one individual has authority of an entire financial transaction. Specifically, an organization must have a separation of power for the following three responsibilities: (1) Authorization to execute a transaction, (2) Recording of the transaction, and (3) Custody of assets involved in the transaction. This type of separation of responsibilities will create a system of checks and balances for grant and general organization expenditures. Finally, it is important that your organization periodically reconcile your financial records to actual assets and liabilities which will safeguard resources as well as detect instances of fraud or misuse.

Accounting

Subrecipients must have accounting records that adequately identify the sources and application of funds. Simply stated, your organization should have (1) a chart of accounts which includes general assets, liabilities, expenses, and revenue, (2) a cash receipts and disbursements journal, (3) a payroll journal, and (3) a general ledger.

For SSG funds, records must contain reliable and up-to-date information. The information should at least include:

Allowable Costs

All costs incurred as a part of grant financed activities must adhere to the following:

1. The expenditure must be necessary, reasonable, and directly related to the grant.
2. Authorized by The City of Frisco through the budget that was approved in the contractual agreement between the City and your organization.
3. Funds are to be used for program services for Frisco residents only.

General Purchasing

Purchases may be made with the use of grant funds. The purchase must be (1) required for the success of the program which you have been funded and (2) an allowable cost as determined within the contractual agreement between The City of Frisco and your agency. All purchases must be accompanied by proper source documentation; (1) an invoice, and/or sales receipt and (2) copies of checks or charge slips to verify that your agency paid for the items at hand.

It is imperative that agencies keep a log of purchases charged to the grant. Below are specific purchase cost requirements.

Purchases \$2,999.99 or less

- The individual buyer/department/division representative may source these items directly.
- Multiple quotes are recommended, but not required for this threshold. One written quote is required.
- This may be accomplished through the use of a submitted requisition and issuance of a purchase order or use of a Departmental Purchase Order for immediate ordering, followed by a requisition converted to a PO.

Purchases \$3,000 to \$49,999.99

- Requires three quotes obtained by user department via written quote (preferred method), printed proof of pricing, or email.
- Requires a documented attempt to contact two (2) Historically Underutilized Businesses (HUBs) on a rotating basis as a portion of the three written

quotations as outlined in the Texas Local Government Code Chapter 252.0215. <https://www.comptroller.texas.gov/purchasing/vendor/cmb1/>. If the list fails to identify a HUB in Collin or Denton counties, the City of Frisco is exempt from Section 252.0215.

- This may be accomplished through the use of a submitted requisition with the corresponding backup, and issuance of a purchase order. A purchase order is required prior to authorizing performance of work or delivery of service.

Purchases \$50,000+

- Purchases in amounts of \$50,000 or greater are generally subject to requirements of the competitive bid process unless specifically exempted by State Law. Exceptions to the \$50,000 Bid Threshold:
- Professional (uses a skill that is predominantly mental or intellectual, rather than physical or manual), personal (labor performed by the person himself or herself) or planning services
 - Sole source procurements
 - Other exemptions as outlined in the Texas Local Government Code Chapter 252

All purchases \$50,000 and greater require City Council approval.

Section 252.062 of the Texas Local Government Code discusses criminal penalties for not following the above guidelines.

Contracting

- Federal regulations make it very clear that a subrecipient should make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the procurement process.
- A subrecipient must take affirmative steps to use small firms, minority-owned firms, women-owned firms, or labor surplus firms.

Steps should include:

- Incorporating such businesses in solicitation lists whenever they are potential sources.
- Ensuring that such businesses are solicited when identified as potential sources.
- Dividing procurement requirements, when economically feasible, to permit maximum participation of such businesses.
- Requiring prime contractors, when subcontracts are let, to take affirmative steps to select such businesses.
- To find a list of local historically underutilized businesses (HUB) visit the State of Texas website at: <https://mycpa.cpa.state.tx.us/tpasscmb1search/index.jsp>

Property Management

When grant funds are used to acquire real property (e.g., land, buildings) or personal property (e.g., equipment, supplies, intangible property), regulations make the subrecipient responsible for ensuring that (1) the property continues to be used for its intended (and approved) purpose, (2) that the subrecipient keeps track of and takes care of the property, and (3) that if the subrecipient sells the property, the subrecipient reimburses The City of Frisco for the share of the property's value according to the contractual obligation.

Requirement:

For all equipment (e.g., computers, furniture, hardware):

1. Property records must be maintained that include a description of the equipment with fair market value exceeding \$5,000. This includes a serial number or other identification number, the source of the equipment, who holds title, the acquisition date, the cost, the percentage of federal participation in the cost of the equipment, the date of disposal, and the sale price when the agency disposes of it.
2. A physical inventory of the equipment must be taken, and the results reconciled with the property records at least every two years.
3. A control system must be developed to ensure adequate safeguards to prevent loss, damage, or theft of the equipment. Any loss, damage, or theft shall be investigated.
4. Adequate maintenance procedures must be developed to keep the property in good condition.
5. If the property/equipment is sold, proper sales procedures must be established to ensure the highest possible return. Items with a current per-unit fair market value of less than \$5,000 may be retained, sold, or disposed of with no further obligation to The City of Frisco. Items with a current fair market value exceeding \$5,000 may be retained or sold, and The City of Frisco shall have a right to receive a pro-rata share of the proceeds based on the share of the purchase price which was paid from grant Record Keeping and Reporting

General File Management

Maintenance of adequate documentation for grant funded activities is critical to the effectiveness and overall performance of a program. Adequate documentation includes knowing: (1) What information needs to be collected and why, (2) When that information should be collected (and how often), (3) How the information should be acquired, organized, and stored, (4) How the information should be reported, and (5) The required retention period for records.

The City of Frisco have a right to access any pertinent subrecipient records to make audits, examinations, excerpts, and transcripts.

ALL SUBRECIPIENTS MUST RETAIN PROJECT RECORDS FOR FIVE (5) YEARS AFTER CONTRACT TERMINATION.

The federal government requires that all subrecipients keep records for all beneficiaries. If the expenditures incurred with federal funds are not adequately documented, the subrecipient will be required to refund to The City of Frisco an amount of money equal to all undocumented expenditures. To help you keep good records, the following information is provided:

General Required File Documentation

Agency Files must contain the following:

1. Application for funding submitted to The City of Frisco.
2. Grant agreement.
3. Correspondence with The City of Frisco.
4. Documentation of expenditures, including but not limited to request for reimbursements and on-going balances.
5. A property log for all equipment and real estate purchased with grant funds.
6. A copy of all quarterly reports.
7. Documentation of net proceeds from each property (applicable to only housing developers).
8. Current audit.

Beneficiary Files must contain the following:

1. File for each person or family receiving assistance.
2. Documentation of eligibility:
 - a. Complete documentation of assistance provided; and
 - b. Full description of activity undertaken.
3. Documentation of income or presumed benefit eligibility (See Appendix A).
4. Documentation of City of Frisco residency (See Appendix A).
5. Demographic information
6. Number in household

Rent and Utility Files

Required Documentation:

1. Copy of utility bill paid highlighting the specific months being paid.
2. Copy of eviction/notice to vacate.
3. Copy of a Lease agreement. Full lease agreement is required.
4. Documentation of the months which the individual is behind in rent; and

5. Documentation that payment was made to either the landlord or the utility company in the form of the following.
 - a. Receipt from payment made; or.
 - b. Copy of payment check.

Quarterly Reports

Subrecipients must submit Quarterly Reports and affirm that all of the information that has been submitted is true and accurate through Neighborly Software. Each agency is required to have at least one registered Neighborly user.

The agency must submit separate Quarterly Reports for each contract/program funded through the city's Consolidated Grant Process. For example, if CDBG funds are used to repair your building and SSG funds are used to provide counseling services, the agency will submit two separate reports with grant backup documentation. All clients should be included in the report for the building repairs, because all of them will benefit. Then, each client who receives counseling would be included in the forms for counseling services. If the same client received both counseling and rental assistance, they would be included on both sets of forms.

Request for Reimbursement

The City of Frisco will reimburse funds based upon invoices and information submitted through Neighborly by the subrecipient. Any eligible expenditures occurring after the effective date of the contractual agreement between The City of Frisco and the subrecipient are eligible for reimbursement. Expenditures must be consistent with the approved budget as stated in the contractual agreement between The City of Frisco and the subrecipient. Only eligible expenses will be reimbursed. Payments will be adjusted by the City in accordance with program income balances available in subrecipient accounts, if applicable.

Reimbursement Procedures

To request reimbursement, the following information must be submitted through Neighborly for the time period covered:

1. Cover Letter
2. Exhibit D Financial Report (See Appendix C)
3. Exhibit C Demographic Report (See Appendix C)
4. Client List (See Appendix C)
5. Documents
 - a. Invoices for all expenditures to be reimbursed;
 - b. Payment receipts, copies of checks, and/or all documentation proving that payment has been made prior to requesting reimbursement; and

All reimbursements will be made within thirty (30) days of receipt of the request if proper documentation has been submitted. Please be advised that The City of Frisco will not provide reimbursements if quarterly reports have not been submitted within the time limits stated in the contractual agreement between The City of Frisco and the subrecipient.

ALL REQUESTS FOR FINAL REIMBURSEMENT MUST BE SUBMITTED TO THE CITY WITHIN 5 DAYS AFTER THE LAST DATE OF THE CONTRACT.

Monitoring

Monitoring is an ongoing process of reviewing performance using agency data to make judgments about agency performance, and to assist in improving that performance.

The contract compliance monitoring performed by Community Development Division staff is different from an annual audit. Monitoring is not an audit of the agency, but rather is focused on the “program” that is funded.

The City may conduct an on-site monitoring visit, or in certain instances, the City may conduct “desk-top” monitoring, whereby the agency is not visited and the grant is monitored remotely through review of files requested by the City electronically and provided by the agency or information already in City files.

Program Monitoring Goals:

1. To review subrecipient agencies to determine if services are delivered in accordance with contract requirements as to type of services and number of units of service.
2. To review records of subrecipient agencies to determine if systems are in place to properly document the provision of services, client eligibility, and compliance with any other contract requirements.

Fiscal Monitoring Goals:

1. To review subrecipient agencies to determine if expenditures of allocated funds are made in accordance with contract requirements.
2. To review records of subrecipient agencies to determine if systems are in place to properly document financial transactions, the use of allocated funds, use of program income and any other contract requirements.

Program and fiscal monitoring may or may not be scheduled concurrently. In some cases, it may be necessary to perform a follow up monitoring visit.

Program Monitoring Process

Community Development Division staff will contact the subrecipient to arrange for a monitoring visit. The agency will be informed of records to be reviewed. These records

should be ready for review upon the monitor's arrival and available at the working space set up for the monitor.

Entrance Conference

Monitors meet with agency to answer any questions regarding the monitoring process and are introduced to appropriate staff to begin work.

1. Meet staff responsible for the intake process, preparation of reports for units of service, and direct service providers.
2. Review records selected for monitoring and discuss record keeping methods with staff who maintain them. Copies of certain documents and records may be made for purposes of preparing the report. Records which will be reviewed by the monitor include but are not limited to:
 - a. Units of service reports sent to the City for the period under review.
 - b. Daily logs, time sheets, or other documents used to derive the number of units reported.
 - c. A list of clients served during the contract period must be provided. A sample of client records, drawn from this list, will be requested after review of the unit tallies. These client records should include, but not limited to eligibility documentation and services provided.

Review of Records

1. Subrecipients are required to submit the demographic information and units of service on a quarterly basis. The monitor will check the agency records against City records regarding these reports to determine the following:
 - a. If amounts in agency records reported for each quarter match amounts noted in City records;
 - b. If reports are presented in a timely manner (by the date specified in the contract);
 - c. If reports are completed in a satisfactory manner;
 - d. If the quantity of units provided is roughly proportionate to the amount of the allocation expended; and
 - e. If the subrecipient is significantly behind in the provision of units.
2. The monitor will review documents used by the subrecipient to derive the number of units reported. This includes but is not limited to:
 - a. Determine the method used to distinguish Frisco clients from clients not billed to the Frisco contract. Determine if this method is usable and satisfactory.
 - b. Determine whether the number of units reported in sample months matches the number in the backup documents.
 - c. Determine if units are in keeping with the contract definition.

- d. If units are differentiated between types, determine that only units of the types listed in the contract are billed for Frisco clients.
 - e. Develop a list of client files to be reviewed from the sample months, listing client number, client name, date of service, number of units served and type of service.
 - f. Present list to staff and allow a reasonable length of time for client files to be pulled for review.
3. The monitor will review client files for:
 - a. Documentation of eligibility which is dated within twelve months of the sample service date:
 - i. Documentation of residence within the city limits.
 - ii. Documentation of income equal to or lower than 80% of the median income for the Dallas metro area.
 4. Documentation of the provision of services which meet the terms of the contract.
 5. Determine if date of service and type of service provided which was taken from the tally log is also recorded in the client file and appears to be reasonable:
 - i. Review complete file for each client determining whether services being provided are in accordance with the contract, whether client is in contract's target population (such as client who is documented as homeless being visited at home); and
 - ii. Where applicable, determine if client notes are dated, reflect the units provided, are signed by the caseworker, complete and informative as to the client's progress.
 6. Determine if files are complete and maintained in an orderly fashion.
 7. Obtain blank copies of intake and other pertinent documents used by agency.

Exit Conference

The monitor will meet with the agency director to discuss results of monitoring. The director may invite staff and/or board members as he/she deems appropriate.

1. Discuss findings, if any, and methods of correcting each individual deficiency;
2. Discuss concerns, if any, and methods of correcting concerns;
3. Discuss any observations made regarding the agency and offer technical assistance where applicable; and
4. Answer any questions agency director or staff may have.

Fiscal Monitoring Process

Community Services Division staff monitoring will contact the subrecipient to arrange for monitoring. The agency will be informed as to the initial records to be reviewed. These records should be collected and available at the working space set up for the monitor and

should be in an understandable format. Alternatively, the monitor may conduct a desk-top review and may require the agency to submit documents to the Frisco office.

Entrance Conference

Monitors may meet with or call the agency director to answer any questions regarding the monitoring process.

1. Meet staff responsible for preparing reimbursement requests, payroll, and maintaining accounting records.
2. Review records selected for monitoring and discuss record keeping methods with staff who maintain them. Copies of certain documents and records may be made for purposes of preparing the report. Records to be reviewed by the monitor may include, but are not limited to:
 - a. Time and attendance reports (time sheets or time cards);
 - b. Payroll register;
 - c. Cash receipts journal;
 - d. Check disbursement journal or check register;
 - e. Bank statements, canceled checks, and/or direct deposit verification;
 - f. General ledgers;
 - g. Invoices and purchase orders;
 - h. Bank reconciliation; and/or
 - i. Any additional item (vouchers, documents, financial reports, records, etc.) needed to verify transactions.

Review of Records

Review of Records:

Property and Equipment - The monitor will:

1. Verify invoices and payments.
2. Verify purchase of equipment is in agreement with general ledger account and financial reports.
3. Ensure that purchased equipment is allowable.
4. Verify calculation of depreciation (if applicable).
5. Make physical inspection of equipment (if applicable).

Other Operating Expenses - The monitor will:

1. Examine invoices and related canceled checks.
2. Review invoices for approvals and account distribution.
3. Determine if the costs are allowable.
4. Verify agency's line item costs to amounts requested for reimbursement.
5. Verify that amounts requested for reimbursement agree with posting to general ledger accounts.

Revenue - The monitor will:

1. Verify amounts disbursed by City to reconcile with funds received by the agency.
2. Verify amounts and use of any program income proceeds received.

Overall Accounting Review - The monitor will:

1. Review the process used to record the various transactions and determine if it is effective.
2. Review the actual transactions and their supporting documentation to determine eligible reimbursement expenses. In order for an expenditure to be considered eligible for reimbursement, the following requirements must be met:
 - a. The expenditure must be for the current funding period;
 - b. It must be an expenditure related to a Frisco activity; and
 - c. It must be an expenditure permitted by the contract.
3. Review the overall agency performance to determine if it is within compliance according to the contractual terms and conditions.
4. Determine if the prior year's monitoring findings have been corrected have not been repeated.

Exit Conference

The monitor will call or meet with the agency director to discuss results of monitoring. The director may invite staff and/or board members as he/she deems appropriate. The following will be discussed:

1. Discuss findings, if any, and methods of correcting each individual deficiency.
2. Discuss concerns, if any, and methods of correcting concerns.
3. Discuss any observations made regarding the agency, offer technical assistance where applicable.
4. Answer any questions director or staff may have.

Monitoring Reports and Appeals

Within thirty (30) days after the completion of the monitoring visit or desk-top review, a written report of the results of the monitoring visit will be forwarded to the sub-recipient. If the program and fiscal monitoring were performed concurrently, the reports for both will be combined under a single cover letter.

Monitoring Report

The monitoring report contains:

1. A detailed list of areas reviewed
2. A detailed list of findings, if any
3. A recommendation accompanying each finding explaining how the deficiency can be corrected
4. A detailed list of concerns, if any

5. A recommendation may be included on how to eliminate the concern
6. Observations, if any, made regarding the subrecipient's operation; and
7. If findings are severe, the letter accompanying the report may place a hold on further reimbursements to the sub-recipient until the findings are cleared.

Response to Monitoring Report

Within thirty (30) days after receipt of the monitoring report, the subrecipient must submit a written response to the monitoring report. The response should include:

1. A response to each individual finding and concern, if applicable.
2. Copies of any documentation to back up the response to the findings (copies of corrected employee monthly time reports, etc.)

Response to Subrecipient Response

Upon receipt of the subrecipient's response to the monitoring report, the program and fiscal monitors will review the response to determine if the findings have been satisfied. A written response to the subrecipient's response will be sent to the agency, to include the following:

1. Those findings which have been satisfied will be noted as closed. If all findings are closed, the sub-recipient's monitoring for the year under review is considered to be complete.
2. Findings which are not satisfied will remain open and will require further response or action on the sub-recipient's part.
3. The subrecipient will be given an adequate period to take any further action needed to correct the findings and respond in writing.
 - a. If these actions are satisfactory, the findings are noted as closed and the monitoring is complete.
 - b. If these actions are not satisfactory, further correspondence is required until all findings are closed, and the monitoring is concluded.
 - c. The close of the contract does not necessarily close the monitoring. Correspondence will continue until all findings are closed.

Appeals

In the event that a subrecipient agency and the monitor cannot come to an agreement on one or more findings of the City's monitoring visit, an appeal may be made in writing to the Community Development Manager. The appeal should state clearly the finding being appealed, and the basis for the appeal.

Appendix A: Support Documentation

Source Documentation

All accounting records must be supported by source documentation. Supporting documentation is important to keep for all Frisco grant expenditures. Documentation must prove that expenditures charged to the grant are (1) Incurred during the effective period of the contractual agreement between The City of Frisco and your agency (2) Were paid out (or properly accrued), (3) Expenditures were allowable, (4) Expenditures were approved by a responsible official in your organization, and (5) Clients are Frisco residents.

In general, source documentation must explain the basis of the costs incurred. For example:

- With respect to cost of space and utilities: Space costs must be supported by rental or lease agreements. Utility costs should be supported by bills from the utility company. Such information should be available at all times for The City of Frisco to verify costs charged to grants are accurate. Confirmation of payment is required.
- With respect to supplies, documentation includes purchase orders or requisition forms, vendor invoices, confirmation of payment, and information regarding where supplies are being stored and for what approved cost objective(s) they are being used.

Residency Verification

Funds are to be used for program services for Frisco residents only and verification of residency is required. All agencies should have a process in place to request identification to verify if clients reside in Frisco.

The following are acceptable items for proof of residency

1. Driver's License
2. Copy of lease agreement/ mortgage statement
3. Utility statement (water, electric)
4. Copy of benefits award letter (SSI/SSDI, SNAP, child support)

Exceptions, Exemptions, and Wavers

If the service provided by an agency prevents compliance with the verification of residency process, the agency must explain the unique circumstances and request (in writing) a waiver exception and/or exemption for part or all of the verification of residency process. The Community Development Manager has the discretion to approve, deny, or recommend modifications before approval on all submitted requests. An agency requesting a waiver exception, or exemption should email the Community Development staff liaison to initiate the process. The staff liaison will discuss the request with the

Community Development Manager and once a decision is made, the decision will be sent to the agency from the staff liaison.

Examples

The following are examples (including but not limited to) the types of circumstances or scenarios that might warrant a waiver, exception, or exemption from the verification of residency process in part or whole:

- Crisis hotlines – residency cannot be verified over the phone.
- Crisis centers – verification might be difficult or impossible in some crisis situations.
- Home visits – agency case workers might conduct home or site visits.

As stated above these are only examples; however, when explained fully by the requesting agency, these or similar scenarios could possibly qualify for a waiver, exception, or exemption.

Presumed Benefit

Presumed Benefit Clientele: HUD has granted a special status of “presumed benefit” to certain groups. By virtue of a client being in this group, the client is presumed to be income eligible. The following groups are considered to be presumed benefit:

- Homeless persons
- Abused children
- Battered spouses
- Elderly persons (age 62 and up)
- Illiterate persons
- Migrant farm workers
- Severely handicapped persons – Severely Disabled: Persons are classified as having a severe disability if they:
 - a. Have used a wheelchair or another special aid for 6 months or longer.
 - b. Are unable to perform one or more functional activities or need assistance with an activity of daily living (ADL) or an instrumental activity of daily living (IADL).
 - c. Are prevented from working at a job or doing housework.
 - d. Have a selected condition including autism, cerebral palsy, Alzheimer’s disease, senility or dementia, or have an intellectual or developmental disability.
 - e. Are under 65 years of age and are covered by Medicare or receive SSI.

Functional activities include seeing, hearing, having one’s speech understood, lifting and carrying, walking up a flight of stairs, and walking.

IADL's include getting around inside the home, getting in and out of bed or a chair, bathing, dressing, eating, and toileting.

ADL's include going outside the home, keeping track of money or bills, preparing meals, doing light housework, and using the telephone.

Rent and Utility Assistance

Emergency payments, in the form of rent and utility assistance made over a period of no more than 3 consecutive months can be made on behalf of an individual or family. It is the City's policy that those three months are within the City of Frisco's program year. Assistance is limited to 1 time per crisis in a 12 month period. For example, a client who is assisted with rent on September 15 cannot be assisted with October's rent, as October 1 begins a new program year. The emergency payments period begins when the payment is made, not when the individual's or family's arrearage began. The start of the period of three consecutive months is related to when payments are made from the grant, not the date of arrearages. If an individual or family is in arrears, a grantee may cover some or all the amount in arrears (up to 3 months) within the first month of assistance. Then may assist with two additional consecutive months of assistance to reach the three-month maximum. Late fees cannot be more than 12% of the monthly rent. For rent limits, refer to the Rent Limit Calculator in Appendix B. In addition, the client receiving assistance may not rent from a relative as this would not be an "arms-length transaction."

Assistance received from this program cannot overlap with assistance from any other source. However, assistance can be supported with assistance from another source (i.e. costs split between two funding sources). It is the City's desire that agencies avoid repeat payments to individuals and work with other agencies to reduce and/or detect fraud.

Required Source Documentation Needed for Income Determination

1. Copies of all household income sources used in determining gross annual income (pay stubs, tax returns, Social Security award letter, etc....).

Required Source Documentation Needed for Payment

1. A copy of lease,
2. A copy of the rent statements for the months being paid,
3. A copy of utility bill statements for the months being paid,
4. Copy of a cut-off notice, the notice to vacate and/or eviction notice, and
5. Documentation in the case notes stating the crisis situation.

Client Lease/mortgage

Clients must have a utility bill and/or lease agreement with their name listed. The respective amount that your agency is paying in utility or rental assistance should

correspond directly to the amounts represented on the utility bill and/or lease agreement with the addition of late fees, if applicable.

Requirements

- All payments must be made directly to the landlord or utility service provider. No payment shall be made directly to the applicant.
- Residency must be confirmed with the property management company or landlord.

If the client rents a home from an individual, then the property owner's name with whom residence is verified must also be verified on the Central Appraisal District (CAD) website and placed in the file.

Appendix B: Income Limit and Rent Calculator

U.S. Department of Housing and Urban Development FY 2023 Income Limits

Household size	1	2	3	4	5	6	7	8
80% (Low)	\$57,550	\$66,000	\$74,250	\$82,500	\$89,100	\$95,700	\$102,300	\$108,900
50% (Very)	\$36,100	\$41,250	\$46,400	\$51,550	\$55,700	\$59,800	\$63,950	\$68,050
30% (Extremely)	\$21,700	\$24,800	\$27,900	\$30,950	\$35,140	\$40,280	\$45,420	\$50,560

Reporting Income Data for Presumed Benefit Activities

If a program is limited to assisting one or more of the presumptive benefit groups, report the number of persons benefiting under the following income categories:

Group	Income Level
Abused children	Extremely low income
Battered spouses	Low income
Severely disabled adults	Low income
Homeless persons	Extremely low income
Illiterate adults	Low income
Persons with AIDS	Low income
Migrant farm workers	Low income
Elderly	<p>If assistance is to acquire, construct, convert and/or rehabilitate a senior center or to pay for providing center-based senior services, report the beneficiaries as moderate income.</p> <p>If assistance is for other services (not center-based), report the beneficiaries as low income.</p>

Rent Limit Calculator

Sources & Instructions

- The zip code list comes from the FY 2024 Fair Market Rent Documentation System released at <https://www.huduser.gov/portal/datasets/fmr.html>
- The FMRs for unit sizes larger than 4 BRs are calculated by adding 15% to the 4 BR FMR for each extra bedroom.
- 120% Max Rent Paid is the maximum amount of rental assistance for each unit size per month.
- 150% Max Mortgage Paid is the maximum amount of mortgage assistance for each unit size per month.

ZIP Code 75033

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	\$1,530	\$1,610	\$1,890	\$2,370	\$3,060
120% Max Rent Paid	1,836	1,932	2,268	2,844	3,672
150% Max Mortgage Paid	2,295	2,415	2,835	3,555	4,590

Zip Code 75034

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	\$1,850	\$1,950	\$2,280	\$2,870	\$3,690
120% Max Rent Paid	2,220	2,340	2,937	3,444	4,428
150% Max Mortgage Paid	2,775	2,925	3,420	4,305	5,535

Zip Code 75035

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	\$2,030	\$2,130	\$2,500	\$3,150	\$4,050
120% Max Rent Paid	2,436	2,556	3,000	3,780	4,860
150% Max Mortgage Paid	3,045	3,195	3,750	4,725	6,075

Zip Code 75036

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	\$1,490	\$1,570	\$1,840	\$2,320	\$2,980
120% Max Rent Paid	1,788	1,884	2,208	2,784	3,576
150% Max Mortgage Paid	2,235	2,335	2,760	3,480	4,470

Zip Code 75068

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	2,000	\$2,110	\$2,470	\$3,110	\$4,000
120% Max Rent Paid	2,400	2,532	2,964	3,732	4,800
150% Max Mortgage Paid	3,000	3,165	3,705	4,665	6,000

Zip Code 75071

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	\$1,960	\$2,060	\$2,410	\$3,030	\$3,900
120% Max Rent Paid	2,532	2,472	2,892	3,636	4,680
150% Max Mortgage Paid	2,940	3,090	3,615	4,545	5,850

Zip Code 75072

Unit Size	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FMR	\$1,680	\$1,770	\$2,070	\$2,600	\$3,350
120% Max Rent Paid	2,016	2,124	2,484	3,120	4,020
150% Max Mortgage Paid	2,520	2,665	3,105	3,900	5,025

Appendix C: Example Reporting Documents

Exhibit C: Demographic Report

City of Frisco
Social Service Grants
 EXHIBIT C
 Demographic Report - Individuals- Frisco Only

AGENCY NAME: City of Frisco
 PROJECT NAME: WeCare
 REPORT FOR TIME PERIOD: 10/01/2021 to 09/30/2022

NOTE: All Frisco clients served are to be reported as new during the first quarter in which they receive service. They are to be reported only one time during the year.

RACE	December 31 Quarter		March 31 Quarter		June 30 Quarter		September 30 Quarter		Annual Total	
	Total	# Hispanics	Total	# Hispanics	Total	# Hispanics	Total	# Hispanics	Total	# Hispanics
American Indian or Alaska Native									0	0
Asian	3								3	0
Black or African American	6								6	0
White	13	4							13	4
American Indian or Alaska Native and White									0	0
Asian and White									0	0
Black or African American and White	4								4	0
American Indian or Alaska Native and Black or African American									0	0
Other multiple race combinations greater than one percent									0	0
Balance of individuals reporting more than one race									0	0
Total Served by Race (Must equal Total Served by Income)	26	4	0	0	0	0	0	0	26	4
INCOME										
0-50% of Median Income	17	DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE
50-60% of Median Income	7									
60-80% of Median Income	2									
Over Income Limits										
Total Served by Income (Must equal Total Served by Race)	26		0		0		0		0	
Female Head of Household	4	DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE		DO NOT ENTER DATA HERE
Disabled	1									
Total Served by County (Must equal Total Served by Race)	26		0		0		0		0	
Collin	20									
Denton	6									

For Internal Purpose Only:

Date Received: _____ Date: _____
 Reviewed by: _____ Entered in IDIS: _____
 Comments: _____

Exhibit D: Financial Report

City of Frisco SSG/CDBG

EXHIBIT D FINANCIAL REPORT

Agency/Organization: WeCare
Reporting Period: August 2022-October 2022

Program Revenues	Approved Budget	Current Period	Cumulative-to-Date	Available Balance
1 City of Frisco Grant	\$ 5,000.00			\$ 5,000.00
2 Q1 Reimbursement		\$ 500.00	\$ 500.00	\$ 4,500.00
3 Q2 Reimbursement		\$ 500.00	\$ 1,000.00	\$ 4,000.00
4 Q3 Reimbursement		\$ 500.00	\$ 1,500.00	\$ 3,500.00
5 Q4 Reimbursement		\$ 500.00	\$ 2,000.00	\$ 3,000.00
Total Revenues	\$ 5,000.00	\$ 2,000.00	\$ 2,000.00	\$ 3,000.00

Expenditure Category	Approved Budget	Current Period	Cumulative-to-Date	Available Balance
1 Reg(example-delete)	\$ 500.00	\$ 100.00	\$ 700.00	\$ (200.00)
2 Travel(example-delete)	\$ 700.00	\$ -	\$ 200.00	\$ 500.00
3 Snacks(example-delete)	\$ 600.00	\$ -	\$ 300.00	\$ 300.00
4 Printing(example-delete)	\$ 200.00	\$ -	\$ 400.00	\$ (200.00)
5	\$ -	\$ -	\$ -	\$ -
6	\$ -	\$ -	\$ -	\$ -
7	\$ -	\$ -	\$ -	\$ -
8	\$ -	\$ -	\$ -	\$ -
9	\$ -	\$ -	\$ -	\$ -
10	\$ -	\$ -	\$ -	\$ -
11	\$ -	\$ -	\$ -	\$ -
12	\$ -	\$ -	\$ -	\$ -
13	\$ -	\$ -	\$ -	\$ -
14	\$ -	\$ -	\$ -	\$ -
15	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 2,000.00	\$ 100.00	\$ 1,600.00	\$ 3,400.00

SSG/CDBG Reimbursement Requested for this Period.

I CERTIFY TO THE BEST OF MY KNOWLEDGE, THE DATA REPORTED HEREIN IS CORRECT.

Authorized Signature: _____

Title: _____ Date: _____

For Internal Purpose Only:	
Date Received: _____	Date: _____
Reviewed by: _____	Submitted for Payment: _____
Comments: _____	

Example Client List

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													
2	Last Name	First Name	Female HOH	Race	Ethnicity (Hispanic or Latino)	Street	City	Zip Code	County	TTLHHInc	TTLNHH	inc%	Date seen
3	Blue	Skye	Y	Black	Non-Hispanic	6106 Frisco Square Blvd	Frisco	75034	Denton	\$38,820.00	2	80%	12/6/2021
4	Ester	Polly	N	Black/Wi	Non-Hispanic	6104 Frisco Square Blvd	Frisco	75034	Collin	\$7,200.00	4	30%	11/15/2021
5	Labor	Manuel	N	White	Non-Hispanic	6107 Frisco Square Blvd	Frisco	75034	Collin	\$25,450.00	3	50%	12/20/2021
6	Makit	Willie	N	Black	Non-Hispanic	6105 Frisco Square Blvd	Frisco	75034	Denton	\$27,520.00	4	50%	11/24/2021
7	Teak	Anne	Y	White	Hispanic	6102 Frisco Square Blvd	Frisco	75034	Collin	\$9,900.00	4	30%	10/7/2021
8	Turner	Paige	N	White	Non-Hispanic	6103 Frisco Square Blvd	Frisco	75034	Collin	\$6,500.00	6	30%	11/5/2021
9	Yew	Olive	Y	Asian	Non-Hispanic	6101 Frisco Square Blvd	Frisco	75034	Collin	\$6,000.00	3	30%	10/5/2021
10													
11													
12	disabled												
13	Female HOH												