



2010 Missouri Housing Trust Fund

Desk Guide



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Introduction

Purpose:

The purpose of the Missouri Housing Trust Fund is to provide funding for housing/service providers proposing housing/service activities, or related social services in the state of Missouri.

History:

The Missouri Housing Trust Fund was created by the RSMo 215.034 Statute set forth by the 1994 Missouri State Legislature; it is supported by a three dollar recording fee on all real estate documents filed in the state of Missouri.

Eligibility Requirements :

Who can apply?

Any housing/service provider proposing housing/service activities or related social services in the state of Missouri can apply for Trust Fund money. **Applicants must demonstrate prior successful housing experience and have the financial capacity to successfully complete and operate the housing and/or service proposed.** The provider of services must have qualified staff and a successful record of providing the proposed services.

Who can be served?

The MHTF (215.034) states that all individuals served must be at or below 50% of the Area Median Income (AMI). These numbers are defined by the Department of Housing and Urban Development (HUD), and can be obtained at the Missouri Housing Development Commission website under the Rental Production tab.

2010 Funding Priorities:

For the 2010 grant year, the Community Initiatives staff recommended that the funding priorities are set according to the requests from the previous grant year. The MHDC Commissioners approved, so the following are the set priorities:

Homeless Prevention

These funds can be used for emergency assistance to families, such as rent, utility and mortgage payments, rent and utility deposits, emergency home repairs not exceeding \$1,000 and hotel/motel vouchers.

Construction/Rehabilitation

These funds can be used for the construction, rehabilitation or acquisition of a facility for housing related services.

Operating/Match Funds

These funds can be used for general operating expenses of a program or for a required match to leverage funds for a larger grant.

Home Repair

These funds can be used to repair client-owned homes to increase the safety or accessibility in the home.

Rental Assistance

These funds can be used to subsidize apartment complexes or scattered site units for low-income families.



Funding Regions for 2010 Grant Cycle:

St. Louis Metro 36%

Franklin, Jefferson, Lincoln, St. Charles, St. Louis City,
St. Louis and Warren Counties

Kansas City Metro 18%

Cass, Clay, Jackson and Platte Counties

South 21%

Barry, Barton, Butler, Carter, Cedar, Christian, Dade,
Dallas, Dent, Douglas, Dunklin, Greene, Hickory,
Howell, Jasper, Laclede, Lawrence, McDonald,
Mississippi, New Madrid, Newton, Oregon, Ozark,
Pemiscot, Polk, Reynolds, Ripley, Scott, Shannon,
Stoddard, Stone, Taney, Texas, Vernon, Wayne,
Webster and Wright Counties

Central 17%

Audrain, Bates, Benton, Bollinger, Boone, Callaway,
Camden, Cape Girardeau, Cole, Cooper, Crawford,
Gasconade, Henry, Howard, Iron, Johnson, Lafayette,
Madison, Maries, Miller, Moniteau, Montgomery, Morgan,
Osage, Perry, Pettis, Phelps, Pulaski, Saline, St. Clair,
St. Francois, Ste. Genevieve, and Washington Counties

North 8%

Adair, Andrew, Atchison, Buchanan, Caldwell, Carroll,
Chariton, Clark, Clinton, Daviess, DeKalb, Gentry, Grundy,
Harrison, Holt, Knox, Lewis, Linn, Livingston, Macon,
Marion, Mercer, Monroe, Nodaway, Pike, Putnam,
Ralls, Randolph, Ray, Schuyler, Scotland, Shelby, Sullivan
and Worth Counties

2010 Timeline:

NOFA Posted on the Website	Late May – Early June 2009
Proposal Deadline	September 11, 2009
Staff Recommendations	December 18, 2009
Awards Notification	January 2010
Mandatory Workshop For Funded Agencies	February 2010
Contracts Awarded	April 1, 2010
<i>Extensions allowable for Construction/Rehabilitation grants only</i>	
Deadline to Request Final Disbursements of Funds	April 30, 2011
Notice of Recaptured Funds Availability	Mid-May 2011
Close-Out Paperwork deadline	May 30, 2011
<i>2011 Grant Application Workshop</i>	<i>July 2010</i>



Income Verification

As stated in the Missouri Housing Trust Fund's statute, all households assisted through MHTF are required to be at or below 50% of the Area Median Income (AMI). Missouri Housing Development Commission requires the use of HUD's Part 5 definition of income.

Income:

The following are some of the main points of the Part 5 definition. For further information refer to HUD's website: www.hud.gov:

The following are categories included in income:

- All of the income of individuals over the age of 18 in the household;
- The un-earned income of minors, such as child support and TANF payments;
- The full income from wages, salaries and tips before any deductions;
- Net income from the operation of a business;
- Interest, dividends and other net income from real or personal property;
- Full amounts received from Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits and other similar types of periodic payments;
- Payments to replace earnings, such as unemployment and disability compensation, workers compensation and severance pay;
- Alimony, child support and regular contributions or gifts from someone not residing in the home;
- All regular pay and allowances of a member of the Armed Forces.

The following are categories NOT included in the calculation of income:

- The income of children under the age of 18 in the household;
- Payments received for the care of foster children or adults;
- Inheritance and insurance income;
- Medical expense reimbursements that are specifically for the cost of medical expenses;
- Full amount of student financial assistance;
- Temporary, nonrecurring gifts;
- Income in excess of \$480 for each full-time student over the age of 18, excluding the head-of-household or spouse;
- Adoption assistance payments in excess of \$480;
- Property tax refunds;
- The value of the allotment made under the Food Stamp Act of 1977.

Assets:

The following are included in the calculation of assets:

- Cash held in savings and checking accounts and safety deposit boxes;
- Equity in real estate or other capital investments less any unpaid balance on all loans secured by the asset;
- Stocks, bonds, treasury bills, Certificates of Deposit and Money Market Accounts;
- Individual Retirement Accounts – the average balance of the previous 6 months;
- Personal property held as an investment, excluding a wedding ring and other personal jewelry;
- Mortgages or deeds of trust held by an applicant.



The following are NOT included in the calculation of assets:

- Necessary personal property;
- Assets not effectively owned by the applicant;
- Assets not accessible to and that provide no income for the household;
- Assets that are part of an active business.

How to compute assets:

When determining the impact assets have on a household's income, use the following steps.

1. Determine the value of all the inclusions.
 - If the inclusions are valued greater than \$5,000, assets will be counted as income.
 - If the inclusions are not greater than \$5,000, there is no need to continue computing. Assets will **not** be counted as income.
2. Multiply all inclusions by .02.
3. The amount of interest earned by all assets should be determined.
4. The greater amount between #2 and #3 will be the value used to determine the total annual income. This number will be added to the earned income section.

See appendix A, MHTF Form #245 for further information.

Calculating Total Income

When determining a household's eligibility for assistance, it is important to get an accurate snapshot of the household's current situation. Thus, MHDC recommends using the income of the past 90 days and multiplying by 4. If this is not possible, it is acceptable to use the past 30 days and then multiply by 12. After adding the income and the income from assets, it needs to be compared with the income limits posted on the MHDC website. These numbers are separated by household size and county. If the household is at or below the 50% AMI, it is eligible to receive MHTF funds. (http://www.mhdc.com/program_compliance/Income_limits.htm)



Outcomes and Logic Models

In an effort to prove the structures and successes of Missouri Housing Trust Fund Programs, all agencies are required to submit logic models and outcomes when applying for funds. Included in this section is a very basic explanation of these models. For more information, please contact Alissa Smet at 816-759-6696. Additionally, the logic model that will be used in the application is included in Appendix E.

Definitions:

Benchmarks – Performance data for comparative purposes. This can include previous performance data as a baseline or data from a similar program as a goal.

Indicators – Tangible, measurable things that can be used when reporting outcomes.

Inputs – Materials and resources that the program uses to serve clients. Examples include equipment, staff, volunteers, facilities, money, etc.

Logic Model – A top-level depiction of the flow of materials and processes to produce the results desired by the organization or program. The model can be very useful to organize planning and analysis or when designing outcomes-based evaluations or programs. It can also be useful for describing organizations and programs.

Outcomes/Impact – These are the actual impact/benefits/changes for clients during or after the completion of your program. These are measured through short, medium and long-term outcomes.

Outcome Targets – Numerical objectives for a program’s level of achievement on its outcomes.

Outputs – Units of service regarding agency’s program; examples include number of people educated, counseled, sheltered, assisted, etc.

Key Points:

- Always keep the program mission as a reference throughout the logic model and outcome data. Performances that are being measured and activities that are being carried out should directly relate to the mission of the program.
- The outputs section of the logic model is “numbers based”; this data should include demographics of the individuals/families/households served.
- When considering “assumptions” on the logic model, agencies should ask themselves, “What must be assumed in order to know if this program is successful?” Although this is an abstract concept, it can be insightful when looking at a program. Examples of assumptions include:
 - The program model that is being used is the most beneficial for agency’s clients;
 - Case Managers must assume a level of honesty from clients;
 - The assistance given will keep the clients in their home for a length of time.



- Outcomes are beyond counting people and work hours. Outcomes measure the success and long term impacts of the program.
- When reporting outcomes, consider the indicators that can be used to illustrate the success of the program. This can include percentages, improvement rates and technique comparisons.
- There are three types of outcomes that will be addressed during the Missouri Housing Trust Fund application process:

Type	Definition	Indicators
Short Term (Knowledge)	The knowledge clients are gaining from programs	Pre/post tests
		Program attendance
		Budget discussions
		Cost efficient suggestions
Medium Term (Action)	The impact of what is being done in the program	Program success/completion rates
		Employment rates
		% finding / staying in home
		Cost of living changes due to suggestions or home repair
		References to other services
Long Term (Conditions)	Impacts and outcomes that go beyond the program - breaking the cycle	Return rate of clients
		Improved quality of life through jobs and education programs
		Can also compare program with other similar program's best practices

- If agencies find they are not meeting their outcome targets, agencies should set gradual benchmarks and track the progress / changes that are being made.



- There will be a section to report the external factors that impact the success of the program. Examples include lack of staff, lack of funds, lack of jobs, lack of public transportation, etc.
- For the evaluation of the logic model and outcomes, agencies will be expected to report success rates, challenges, outcome indicators and the external factors that impacted the program as needed.

For additional information please contact:

Alissa Smet

(816) 759-6696



Homeless Prevention

Uses :

The Homeless Prevention grant can be used for rent, utility, mortgage payments, utility and rent deposits, emergency home repairs under \$1,000, and hotel/motel vouchers. An agency can use any or all of these types of assistance, as long as the anticipated use is specified in the original application. There is also a 10% administration allocation that can be used, if it is specified in the original application.

Emergency Home Repair Uses:

A situation may be declared an emergency when either:

1. A code enforcement inspector declared the situation an emergency under City Code; or
2. The water, electrical or gas has been Red Tagged; or
3. The sewer is backed up; or
4. The Sub-Grantee Program Coordinator determines the situation is an immediate threat to the safety of the occupants or to the structure of the house (These repairs must be "natural hazards" and must be pre-approved by MHDC.)

See the Home Repair section for further requirements and guidance.

Prohibited Uses:

The Homeless Prevention grant cannot be used to assist families with their bills that are not necessities such as telephone and cable television; additionally, this grant cannot be used to pay any sort of taxes. Lastly, because of the nature of this grant type, it cannot be used for any shelter operating costs.

Administrative Uses:

With the Homeless Prevention grant, each sub-grantee can use up to 10% of what was awarded for administration costs, as long as it was requested in the original application. Examples of eligible uses for these funds include program staff salary, administration building utility bills, program audits, office supplies, maintenance and travel when clients are present.

Prohibited Administrative Uses:

Administration funds cannot be used for conference and training costs, travel when clients are not present or any food purchases.



Records to Maintain:

All of the following should be kept on file and should be easily accessible for compliance purposes: These items are specified in the grant agreement and Rider "A."

Record	Examples	Notes
Proof of residence	Driver's License or piece of mail	
Income Verification- Current within last 30 days	Proof of gross monthly income for all members of the household 18 and over- Pay stub, SSI award letter or tax form	See page five for additional information
Amount of assistance, to whom, address, and phone number	Copy of check, intent to pay	
Evidence of a title, if applicable	Copy of title/ lease, letter from title company/ landlord	Applicable if providing mortgage assistance
Proof of need	Copy of bill, shut off notice, eviction notice, letter from landlord	
Identification	Photo ID for all members of the household 18 and over and Social Security Cards for all members of the household	
Number of Individuals in household	Social Security Cards	Proof of a SS# for each member in the household
Consent form	Form provided	Signed statement that gives MHDC the right to review files

Income Verification:

The Missouri Housing Trust Fund statute states that MHTF money can only go to individuals and families at or below 50% of the AMI. As a result, it is required that all agencies take the necessary steps to ensure this is done. In each client file, it should be clear how many individuals live in the household. The file must also include income verifications for all members of the household age 18 and over; examples of this include pay stubs, SSI award letters, child support deposit statements and/or verification of personal property value.

If the household does not have an income, there must be documentation of this. A "Certification of Zero Income" (MHTF Form # 250) is included in Appendix B for those agencies that do not have one in place. Additionally, Appendix A has an example of the income verification form (MHTF Form # 245).

For more information on income verification, please refer to page 5 of the Desk Guide.

Compliance:

During each grant year, a Missouri Housing Development Commission compliance officer will review the grant files at least twice. One of the visits will be unannounced; consequently, it is



imperative that a staff member is always available to assist the officer as needed. If no staff person is available within 15 minutes of the compliance officer's arrival (during normal business hours) the agency will be considered out of compliance until the officer can complete the visit. It is the agency's responsibility to notify MHDC if business hours change or if the agency will be closed for an extended amount of time.

During each site visit, the compliance officer will review 20% of the MHTF files with a minimum of five and a maximum of 20 randomly chosen files per visit, and check for the required maintained records. **The officer will not give the agency the names of the files to be checked prior to the visit;** this is to ensure that all files will be reviewed in the state in which they are normally kept. For a list of the required maintained records, refer to your grant agreement Rider "A."

The compliance officer will send a site visit report within two weeks after the visit.

If the officer finds that the agency is out of compliance for reasons such as the files have not been kept to the specified standard, individuals have been assisted who do not meet the income limits or the facility is unsafe, the compliance officer will record that the agency is "out of compliance." Until the officer has verified that the issue(s) has/have been resolved, funding will be suspended for all grants awarded to the agency. During this time, the compliance officer and the MHDC staff should be used as a resource to determine what needs to be corrected.

Payment Requests:

Starting with the 2010 grant year, agencies awarded Homeless Prevention funds will be entering their data into the Homeless Management Information System (HMIS) of their Continuum of Care. Part of the payment requests will be submitted through the reports generated from each HMIS system. Additionally, if an agency has not completed the HMIS enrollment process before requesting funds for reasons outside of their control, they may submit the paper requests. However, those agencies will be required to enter the client data when they are enrolled into HMIS. Each HMIS system will have slight variations, but the following documentation is required for each request.

Request	Required Documentation
1st Payment Request:	All previously closed Homeless Prevention grants
	All required paperwork submitted for current grant
	Request for Payment
	Request for Payment - Certification
Subsequent Payment Requests:	Request for Payment
	Request for Payment - Certification
	Summary Report Form
	Homeless Prevention Detail Report Form (HMIS)
Administrative Costs (If applicable):	Administrative Detail Report Form
	All invoices, receipts and employee printouts corresponding with MHTF claims



Domestic Violence Agencies:

Agencies serving victims of domestic violence may fill out paper payment request forms (MHTF Form # 306) that do not have any identifying information on them. Agencies will be responsible for identifying the unique identifier with the corresponding client during compliance visits.

Housing Team Meetings:

In an effort to encourage collaboration and knowledge of services within areas of the state, all Missouri Housing Trust Fund agencies will be required to sign in and attend at least 75% of all Continuum of Care (CoC)/Housing Team Meetings in their region. These meetings bring together many different agencies working toward the improvement of housing and homelessness in the state of Missouri.

In the rural communities, these meetings are held quarterly. In urban areas they occur monthly. If you have any questions about which area you are in, please visit the MHDC website at www.mhdc.com, and refer to the Community Initiatives link. The following is the contact information for each area.

North Region:	Mandy Fangmann (816) 759-7203
Kansas City Metro:	Brian O'Malley (816) 924-7997
St. Joseph:	Randy Sharp (816) 238-4511
Central Region:	Mandy Fangmann (816) 759-7203
St. Louis Metro:	Antoinette Triplett (314) 612-5933
St. Louis County:	David Koehr (314) 615-7258
St. Charles:	Dottie Kastigar (636) 936-8023
Springfield:	Michelle Garand (417) 888-2020
Joplin:	Carol O'Brien (417) 781-0352
South Region:	Jennifer Miller (816) 759-6614



Construction/Rehabilitation

Uses:

Construction/rehabilitation funds may be used by agencies for construction needs, rehabilitation of facilities to improve services in the community and acquisition costs for housing related services.

Upon the announcement of funding approvals, agencies must meet with Missouri Housing Development Commission's legal department to go through a formal closing. Through this process, MHDC's attorneys will guide agencies through the requirements for this grant.

All new construction must meet the appropriate locally adopted residential building codes or, in the absence of locally adopted codes, the work must adhere to specifications contained in the 2000 Edition of the International Residential Code. All new construction must be done according to the awarded agency's written construction/rehabilitation standards and will be inspected by Missouri Housing Development Commission staff to ensure proper building procedures and Rider "A" requirements are followed. Contact information must be provided for at least two individuals from the agency who will work closely with the construction.

If the funds are matched with other sources, the grant recipient must identify the exact amount of Missouri Housing Trust Fund dollars used for the project. If MHTF dollars finance only a part of the project, the agency must specifically identify exact MHTF uses.

Activities must fall under one of the following categories:

New Construction:

Agencies may use MHTF for new construction projects to broaden their reach and scope of housing services to their area. At time of application, agency must provide estimates and architectural drawings for full consideration.

Rehabilitation:

Agencies may use MHTF dollars for rehabilitation efforts of existing agency building(s). These improvements include but are not limited to: bathroom, roof, HVAC systems, office, sleeping quarters, kitchen and security features.

Site Acquisition:

MHTF dollars may be used for the purchase of buildings and/or land for MHTF approved services.

Prohibited Uses:

Construction/Rehabilitation money cannot be used for appliances or furniture.

Administrative Uses:

This grant does not allow for administrative costs.

Records to maintain:

Each construction/rehabilitation project should maintain all receipts, invoices and records of time spent on the project.



For the period of the use agreement, agencies must keep income records for their clients. Agencies are required to serve clients at or below 50% of the AMI for the 18 year period of the agreement.

Compliance:

During each grant year, a compliance officer will review the construction work as it progresses. Each time a payment request is submitted, a compliance officer will check the work that is being done. Only upon approval from the compliance officer of the outlined work as it pertains to the restrictions/specifications of the Rider "A" documents, will money be released.

The compliance officer will send a site visit summary report within two weeks of the site visit.

If the officer finds that the agency is out of compliance for reasons such as poor workmanship, work is not following the original application, progress is not evident, files have not been kept at the specified standard, etc, the compliance officer will record that the agency is "out of compliance." Until the officer has verified that the issue(s) has/have been resolved, funding will be suspended for all grant types awarded to the agency. During this time, the compliance officer and the MHDC staff should be used as a resource to determine what needs to be corrected.

Land Use Restriction Agreements:

Construction grant use agreements have 18 year terms. Once the agreement has been recorded, the property is to be dedicated to affordable housing and/or the originally funded services for the 18 year period.

For acquisition projects, agencies can choose to put the grant award in an escrow account until the property has been purchased, or they can wait to get the grant disbursed until the property has been purchased. The land use restriction agreement must be filed upon the property purchase.

Payment Requests –

Request	Required Documentation
1st Payment Request:	All previous Construction/Rehabilitation grants closed that pertain to current grant
	All required paperwork submitted to open current grant
	Request for Payment
	Request for Payment - Certification
Subsequent Payment Requests:	Request for Payment
	Request for Payment - Certification
	All invoices, receipts and employee printouts corresponding with MHTF claims
Final Payment Request:	Request for Payment
	Request for Payment - Certification
	All invoices, receipts and employee printouts corresponding with MHTF claims
	Title Policy current within a day of the final payment request



Housing Team Meetings:

In an effort to encourage collaboration and knowledge of services within areas of the state, all Missouri Housing Trust Fund agencies will be required to sign in and attend at least 75% of all Continuum of Care (CoC)/Housing Team Meetings in their region. These meetings bring together many different agencies working toward the improvement of housing and homelessness in the state of Missouri.

In the rural communities, these meetings are held quarterly. In urban areas they occur monthly. If you have any questions about which area you are in, please visit the MHDC website at www.mhdc.com, and refer to the Community Initiatives link. The following is the contact information for each area.

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St. Charles:	Dottie Kastigar (636) 936-8023
Springfield:	Michelle Garand (417) 888-2020
Joplin:	Carol O'Brien (417) 781-0352
South Region:	Jennifer Miller (816) 759-6614



Operating Match Funds

Uses:

The Operating/Match Funds grant can be used for the operating costs of a program. These claims can include staff salaries, utility bills for the administration building or shelter, maintenance, program supplies and the end-of-year audit. This grant can also be used as a match for a larger grant.

Prohibited Uses:

Operating/Match Funds cannot be used for expenses such as conferences and trainings, food, direct financial assistance to clients and expenses unrelated to the specific program.

Administration Uses:

Because of the nature of this grant, there is no allocated administrative allotment.

Records to Maintain:

All of the following should be kept on file and should be easily accessible for compliance review purposes. All of these requirements are specified in the grant agreement and Rider "A."

Grant Use	Verification Needed
Bills Paid	Copy of the bill and proof the amount was paid
Office Supplies	Invoices/receipts and proof the amount was paid
Salary	Pay period dates and copy of pay stubs
Services Performed	Invoices and proof the amount was paid

Compliance:

During each grant year, a Missouri Housing Development Commission compliance officer will review the grant files at least twice. One of the visits will be unannounced; consequently, it is imperative that a staff member is always available to assist the officer as needed. If no staff person is available within 15 minutes of the compliance officer's arrival (during normal business hours,) the agency will be out of compliance until the officer can complete the visit. It is the agency's responsibility to notify MHDC if business hours change or if the agency will be closed for an extended amount of time.

During each site visit, the compliance officer will review 20% of the MHTF files with a minimum of five and a maximum of 20 randomly chosen expenses to check for the required maintained records. The officer will not give the agency the list of files to be checked before-hand; this is to ensure that all files will be reviewed in the state in which they are normally kept. For a list of the required maintained records, refer to the grant agreement's Rider "A."

Within two weeks of the visit, the compliance officer will send a summary report.

If the officer finds that the agency is out of compliance for reasons such as the files have not been kept at the specified standard or the facility is unsafe, the compliance officer will record that the agency is "out of compliance." Until the officer has verified that the issue(s) has/have been resolved, funding will be suspended for all grants awarded to the agency. During this



time, the compliance officer and MHDC staff should be used as a resource to determine what needs to be corrected.

.Payment Requests –

Request	Required Documentation
1st Payment Request:	All previous Operating / Match Funds grants closed?
	All required paperwork submitted to open current grant
	Request for Payment
	Request for Payment - Certification
Subsequent Payment Requests:	Request for Payment
	Request for Payment - Certification
	Operating Support (Match Fund) Report
	All invoices, receipts and employee printouts corresponding with MHTF claims

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In an effort to encourage collaboration and knowledge of services within areas of the state, all Missouri Housing Trust Fund agencies will be required to sign in and attend at least 75% of all Continuum of Care (CoC)/Housing Team Meetings in their region. These meetings bring together many different agencies working toward the improvement of housing and homelessness in the state of Missouri.

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Springfield:	Michelle Garand (417) 888-2020
Joplin:	Carol O'Brien (417) 781-0352
South Region:	Jennifer Miller (816) 759-6614



Home Repair

Uses:

Home Repair funds may be used to assist existing homeowners with the repair, rehabilitation or reconstruction of owner-occupied single-family home units up to \$10,000.

All new construction must adhere to the appropriate locally adopted residential building codes or, in the absence of locally adopted codes, the 2000 Edition of the International Residential Code. All new work must be done according to the awarded agency's written rehabilitation standards, and inspected by agency personnel to validate completed work.

Activities must fall under one of the following categories:

Any repair not identified below must be approved by the Trust Fund and Community Initiatives Manager prior to being completed.

- Weatherization
- Repair/Replacement of Major Systems
- Environmental
- Accessibility
- Code Violations
- Emergency Home Repair

Eligible Uses:

- Costs to meet local codes:
 - a) repair/replace roof;
 - b) upgrading of electrical wiring;
 - c) install/update GFCI outlets;
 - d) installation of vinyl siding;
 - e) installation of smoke & radon detectors.
- Remediation of environmental hazards including lead-based paint, radon, asbestos and removal of underground oil tanks. Costs may include such activities as:
 - a) capping/painting of window trim and sashes;
 - b) capping/painting of interior wood trim;
 - c) capping/painting of exterior;
 - d) removal and disposal of asbestos pipe insulation or siding;
 - e) testing and clearance reports.
- Accessibility improvements such as:
 - a) Ramps;
 - b) installation of handrails and grab bars;
 - c) replacement of bathtubs with wheel-in showers;
 - d) lowering of items such as sinks, electrical switches and cupboards;
 - e) widening of doorways;
 - f) repair of existing attached garages when incidental to other code required work or to achieve reasonable accommodation of a disabled person;



- g) provision of bathroom or bedroom space on the first floor level of the dwelling.
- Energy improvements such as:
 - a) installation of heating systems;
 - b) caulking, weather-stripping and other methods of reducing air infiltration;
 - c) storm or thermal windows and doors, thermal shades or shutters;
 - d) thermal insulation for ceilings, walls, floors, roofs, foundations, pipes, ducts and water heaters including interior vapor barrier and ventilation;
 - e) heating system modifications;
 - furnace maintenance and improvements to increase energy efficiency
 - automatic clock thermostats
 - replacement burners which reduce the amount of fuel used
 - flue opening modifications
 - electrical or mechanical ignition systems which replace a gas or pilot light
 - replacement furnace or boiler
 - f) chimney repair/replacement ;
 - g) hot water systems;
 - h) any other improvement which is demonstrated by a residential energy audit performed by an energy auditor licensed under state law to have a payback period of not more than 15 years (energy efficiency savings).
- Foundation and foundation repairs for single family home
- Repair, replacement or upgrade of existing septic systems
- Wells
- On-site infrastructure costs (such as electrical wiring and connections and sewer and water piping) and off-site utility connections from the property line to an adjacent street. (Installing public infrastructure where none previously existed is excluded.)

Improvements to Manufactured Housing: Manufactured housing must meet the following criteria to be eligible for a loan/grant:

- The home must be permanently attached to the land by means of a poured concrete foundation;
- The home must be permanently connected to water, sewerage, electric, fuel and similar facilities or utilities;
- The wheels, axles and hitch must be removed;
- Trust Fund dollars cannot be used for improvements if the manufactured house is located on leased/rented land.

Septic Repair/Replacement: Rehabilitation or replacement of failed or failing septic systems for single-family residences is allowed. These monies may also be used to replace “straight pipe” systems. Licensed engineers must design the system and must comply with all applicable state and local codes and regulations.



Prohibited Uses:

Ineligible costs include those repairs that are not “reasonable and customary” and are considered luxurious in nature.

Contact the Missouri Housing Development Commission Assistant Manager of the Trust Fund and Community Initiatives Department, Sarah Parsons at (816) 759-7265, for questions regarding allowable improvements prior to work..

Listed below are ineligible improvements. This is not an all-inclusive list; items not appearing are not automatically eligible.

- Appliances
- Kitchen updates and other decor
- Furniture, personal property
- Carpet & linoleum replacement
- Attached greenhouses
- New construction of garages
- Projects for barns, sheds, outbuildings
- Construction of new home or a shell home
- Completion of a new home or a shell home
- Construction of a new deck or patio
- Fences
- Fire extinguishers
- Non-essential fireplace improvements
- Generators
- Heating fuel
- Hot tub, Jacuzzi, whirlpool bath, sauna, bath house
- Landscaping (unless used for diversion of drainage ditches or lead interim controls)
- Paving driveways & sidewalks (unless accessibility issues occur)
- Pier, steps to lake or water, etc
- Portable kerosene heaters
- Steam cleaning of exterior surface
- Tree surgery or removal
- Unfinished structures
- Vacuum cleaner central systems

Regulatory Agreements:

- 1) Any home repair grant given to an income-eligible owner expending less than \$2,000.00 of MHTF dollars **DOES NOT** require a regulatory agreement.
- 2) The maximum amount of MHTF dollars utilized for one home is \$10,000.00.
- 3) The following schedule must be used to determine the regulatory agreement term for home repair programs:
 - 2 years for MHDC expenditures between \$ 2,000.00 - \$ 4,999.99*
 - 5 years for MHDC expenditures between \$ 5,000.00 - \$10,000.00*



Note: The above amounts refer to MHTF dollars only. If the funds are matched with other sources, the grant recipient must identify the exact amount of MHTF dollars used per household and record the proper regulatory agreement form with the county recorder's office.

Records to Maintain:

All of the following should be kept on file, and should be easily accessible for compliance purposes. All of these items are specified in the grant agreement and Rider "A."

Record	Examples	Notes
Proof of residence	Driver's license or piece of mail	
Income Verification- Current within last 30 days	Proof of gross monthly income for all members of the household 18 and over- pay stub, SSI award letter or tax form	
Identification	Photo ID for all members of the household 18 and over and Social Security Cards for all members of the household	
Number of Individuals in household	Social Security Cards	Proof of a SS# for each member in the household
Evidence of a title, if applicable	Copy of title/ lease, letter from title company/ landlord	
Proof of 3 Bids	Record from Contractors	If three bids are not possible, agency should contact Sarah Parsons at (816) 759-7265 for process.
Work Description	Approved bid, invoices, work order	
Consent form	Form provided	Signed statement that gives MHDC the right to review files
Before and After Pictures		
Inspection Form	Form provided in Payment Request	
Completion Form	Form provided in Payment Request	
Regulatory Agreement	Form provided	Only needed if repair is over \$2,000



Costs:

Eligible Costs: Both the actual cost of rehabilitating the house and related “soft costs” are eligible for MHTF use.

Hard Costs: These include the actual costs of constructing or rehabilitating a housing unit. They include making essential improvements including energy-related repairs or improvements, improvements necessary to permit the use by persons with disabilities, the testing and abatement of lead-based paint hazards, and improvements to repair or replace major housing systems in danger of failure.

Soft Costs: These include reasonable and necessary costs incurred with the financing or development for rehabilitation.

NOTE: Administrative costs of the Sub-Grantee may not be reimbursed as a “soft cost.”

Examples of Allowable “Soft Costs”: Lead testing/inspections, inspections from a third party inspector not currently on the agency’s payroll, recording fees, building permits, flood letters, dumpster rentals, etc.

Non-Allowable “Soft Costs”: Utility and phone bills, insurance, postage, office supplies, reimbursement for agency salaries, mileage reimbursement, license fees, etc. are considered Administrative Costs that are not reimbursed as a “soft cost.”

Agency Inspections: Agencies may be reimbursed for lead inspections performed by their own qualified staff inspectors. Reimbursement is capped at \$400 and will be a soft cost. Any additional inspections (walk through, code verifications, etc.) will be paid out of the agency’s administration cost allowance they receive for each project. The agency may still opt for using a third party inspection service. The agency will then be reimbursed for the actual charges incurred. Invoice copies must be retained in the files.

Emergency Home Repair:

A situation may be declared an emergency when either:

1. A code enforcement inspector declared the situation an emergency under City Code; or
2. The water, electrical or gas has been Red Tagged; or
3. The sewer is backed up; or
4. The Sub-Grantee Program coordinator determines the situation is an immediate threat to the safety of the occupants or to the structure of the house. (These repairs must be “natural hazards” and must be pre-approved by MHDC.)

Administrative Uses:

Home Repair grantees can use up to 10% of the grant award for administration costs, as long as it was requested in the original application. Examples of what these funds can be used for include program staff salary, administration building utility bills, the program audit required at the end of the grant cycle, supplies, maintenance and travel when clients are present.



Prohibited Admin Uses:

Administration funds cannot be used for conference and training costs, travel when clients are not present and any food purchase.

Income Verification:

The Missouri Housing Trust Fund's statute states that MHTF money can only go to individuals and families at or below 50% of the Area Median Income, as defined by the Department of Housing and Urban Development. As a result, it is required that all agencies take the necessary steps to ensure this is done. In each client file, it should be clear how many individuals live in the household. There also must be income verifications for all members for the household age 18 and over; examples of this include pay stubs, SSI or child support award letters and verification of personal property value.

If the household does not have an income, there must be documentation of this. A "Certification of Zero Income" (MHTF Form # 250) is included in Appendix B for those agencies that do not have one in place. Additionally, Appendix A has an example of the income verification form (MHTF Form # 245).

For more information on income verification, please refer to page 5 of the Desk Guide.

Compliance:

During each grant year, a Missouri Housing Development Commission compliance officer will review the grant files at least twice. One of the visits will be unannounced; consequently, it is imperative that a staff member is always available to assist the officer as needed. If no staff person is available within 15 minutes of the compliance officer's arrival (during normal business hours,) the agency will be out of compliance until the officer can complete the visit. It is the agency's responsibility to notify MHDC if business hours change or if the agency will be closed for an extended amount of time.

During each site visit, the compliance officer will review the files of 20% of the homes repaired, with a minimum of three randomly chosen files, and check for the required maintained records. The officer drive by the selected home repair sites to validate locations and submitted pictures. For a list of the required maintained records, refer to the grant Rider "A."

Within two weeks after the site visit, the compliance officer will send a site visit summary report.

If the officer finds that the agency is out of compliance for reasons such as the files have not been kept at the specified standard, individuals have been assisted that do not meet the income limits, or the facility is unsafe, the compliance officer will record that the agency is "out of compliance." Until the officer has verified that the issue(s) has/have been resolved, funding will be suspended for all grants awarded to the agency. During this time, the compliance officer and the MHDC staff should be used as a resource to determine what needs to be corrected.

**Payment Requests:**

Request	Required Documentation
1st Payment Request:	All previous Home Repair grants closed?
	All required paperwork submitted to open current grant
	Request for Payment
	Request for Payment - Certification
Subsequent Payment Requests:	Request for Payment
	Request for Payment - Certification
	Home Repair Detail Report Form
	Home Repair Inspection Report for each home repaired
	All invoices, receipts and employee printouts corresponding with MHTF claims
	Before and after pictures of all repaired homes
	Regulatory Agreement (if necessary)
	Home repair completion certification for each home repaired
Administrative Costs (If applicable):	Administrative Detail Report Form
	All invoices, receipts and employee printouts corresponding with MHTF claims

Housing Team Meetings:

In an effort to encourage collaboration and knowledge of services within areas of the state, all Missouri Housing Trust Fund agencies will be required to sign in and attend at least 75% of all Continuum of Care (CoC)/Housing Team Meetings in their region. These meetings bring together many different agencies working toward the improvement of housing and homelessness in the state of Missouri.

In the rural communities, these meetings are held quarterly. In urban areas they occur monthly. If you have any questions about which area you are in, please visit the MHDC website at www.mhdc.com, and refer to the Community Initiatives link. The following is the contact information for each area.

North Region:	Mandy Fangmann (816) 759-7203
Kansas City Metro:	Brian O'Malley (816) 924-7997
St. Joseph:	Randy Sharp (816) 238-4511
Central Region:	Mandy Fangmann (816) 759-7203
St. Louis Metro:	Antoinette Triplett (314) 612-5933
St. Louis County:	David Koehr (314) 615-7258
St. Charles:	Dottie Kastigar (636) 936-8023
Springfield:	Michelle Garand (417) 888-2020
Joplin:	Carol O'Brien (417) 781-0352
South Region:	Jennifer Miller (816) 759-6614



Rental Assistance

Uses:

The Rental Assistance grant is unique among the other grant types; it is used for rent subsidies for single-family units including houses and apartments. Residents are expected to pay 30% of their monthly income on rent, and the grant covers the remaining sum. The fair market rent limits are posted on Missouri Housing Development Commission's website, www.mhdc.com and these are to be used when determining the subsidy payment. Because of the nature of this grant, it does not follow the general time line of the other grant types; agencies are free to use and request the money until it is fully expended without requesting an extension.

Prohibited Uses:

This grant cannot be used to cover emergency shelter costs or to financially assist families with utility bills.

Administrative Uses:

This grant does not allow for administrative costs.

Records to Maintain:

All of the following should be kept on file and should be easily accessible for compliance purposes. All of these are specified in the grant agreement and Rider "A."

Record	Examples	Notes
Proof of residence	Driver's license or piece of mail	
Income Verification- Current within the last 30 days	Proof of gross monthly income for all members of the household 18 and over- Pay stub, SSI award letter or tax form	This verification will be used when verifying the agency has subsidized the correct amount.
Amount of assistance, to whom, address and phone number	Copy of check, intent to pay	
Proof of need	Lease agreement, letter from landlord	
Identification	Photo ID for all members of the household 18 and over and Social Security Cards for all members of the household	
Number of Individuals in household	Social Security Cards	Proof of a SS# for each member in the household
Consent form	Form provided	Signed statement that gives MHDC the right to review files



Income Verification:

The Missouri Housing Trust Fund's statute states that MHTF money can only go to individuals and families at or below 50% of the Area Median Income as defined by the Department of Housing and Urban Development. As a result, it is required that all agencies take the necessary steps to ensure this is done. In each client file, it should be clear how many individuals live in the household. There also must be income verifications for all members for the household age 18 and over; examples of this include pay stubs, SSI or child support award letters, verification of personal property value.

If the household does not have an income, there must be documentation of this. A "Certification of Zero Income" (MHTF Form # 250) is included in Appendix B for those agencies that do not have one in place. Additionally, Appendix A has an example of the income verification form (MHTF Form # 245).

For more information on income verification, please refer to page 5 of the Desk Guide.

Compliance:

During each grant year, a Missouri Housing Development Commission compliance officer will review the grant files at least twice. One of the visits will be unannounced; consequently, it is imperative that a staff member is always available to assist the officer as needed. If no staff person is available within 15 minutes of the compliance officer's arrival (during normal business hours,) the agency will be out of compliance until the officer can complete the visit. It is the agency's responsibility to notify MHDC if business hours change or if the agency will be closed for an extended amount of time.

During each site visit, the compliance officer will review 20% of the households served, with a minimum of 5 and a maximum of 20 files, by randomly choosing files and checking for the required maintained records. **The officer will not give the agency the names of the files to be checked prior to the visit;** this is to ensure that all files will be reviewed in the state in which they are normally kept. Site visits for Rental Assistance differs from the other grant types because compliance officers are verifying that the agency is paying the correct subsidy for each client. Each client is to pay 30% of their monthly income towards rent and this grant is to subsidize the remaining amount. For a list of the required maintained records, refer to the grant Rider "A."

Within two weeks after the site visit, the compliance officer will send a site visit summary report.

If the officer finds that the agency is out of compliance for reasons such as the files have not been kept at the specified standard, individuals have been assisted that do not meet the income limits, or the facility is unsafe, the compliance officer will record that the agency is "out of compliance." Until the officer has verified that the issue(s) has/have been resolved, funding will be suspended for all grants awarded to the agency. During this time, the compliance officer and MHDC staff should be used as a resource to determine what needs to be corrected.



Payment Requests:

Request	Required Documentation
1st Payment Request:	All previous Rental Assistance grants closed?
	All required paperwork submitted to open current grant
	Request for Payment
	Request for Payment - Certification
Subsequent Payment Requests:	Request for Payment
	Request for Payment - Certification
	Rental Assistance Detail Report Form
Monthly Reporting	Rental Assistance Detail Report Form to be turned in monthly

Housing Team Meetings:

In an effort to encourage collaboration and knowledge of services within areas of the state, all Missouri Housing Trust Fund agencies will be required to sign in and attend at least 75% of all Continuum of Care (CoC)/Housing Team Meetings in their region. These meetings bring together many different agencies working toward the improvement of housing and homelessness in the state of Missouri.

In the rural communities, these meetings are held quarterly. In urban areas they occur monthly. If you have any questions about which area you are in, please visit the MHDC website at www.mhdc.com, and refer to the Community Initiatives link. The following is the contact information for each area.

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Kansas City Metro:	Brian O'Malley (816) 924-7997
St. Joseph:	Randy Sharp (816) 238-4511
Central Region:	Mandy Fangmann (816) 759-7203
St. Louis Metro:	Antoinette Triplett (314) 612-5933
St. Louis County:	David Koehr (314) 615-7258
St. Charles:	Dottie Kastigar (636) 936-8023
Springfield:	Michelle Garand (417) 888-2020
Joplin:	Carol O'Brien (417) 781-0352
South Region:	Jennifer Miller (816) 759-6614



Income Verification Worksheet

Head of Household (1): _____

Head of Household (2): _____

Members of Household:		Age:
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Area Median Income Information

County: _____

of Members in Household: _____

Corresponding AMI: _____

This number should be greater than the **Total Annual Income*

**This information can be found at:*

http://www.mhdc.com/rental_production/index.htm

Verification:

Income:

<input type="checkbox"/>	Employment	_____	(gross; year to date multiplied through the year)
<input type="checkbox"/>	Social Security	_____	
<input type="checkbox"/>	Unemployment	_____	
<input type="checkbox"/>	Alimony/Child Support	_____	
<input type="checkbox"/>	Recurring Contributions/Gifts	_____	
<input type="checkbox"/>	Other	_____	
<input type="checkbox"/>	Other	_____	
Total:		_____	(A)

Assets:

<input type="checkbox"/>	Cash in Savings Account	1
<input type="checkbox"/>	Cash in Checking Account	
<input type="checkbox"/>	Cash in Safety Deposit Box	
<input type="checkbox"/>	Cash in Other Location	
<input type="checkbox"/>	Insurance policies:	
<input type="checkbox"/>	_____	
<input type="checkbox"/>	Property Value:	
<input type="checkbox"/>	Other:	
<input type="checkbox"/>	Other:	

Interest earned:

Income:

	X		=	
	X	_____	=	
	X	_____	=	
	X	_____	=	

Total of 1 _____ **Total of 2** _____ (1)

* If total of box 1 is greater than \$5,000, then multiply by .02: _____ (2)

(otherwise disregard)

The greater of line (1) and (2): _____ **(B)**

Total Annual Income = (A) + (B) = _____



Zero-Income Certification

Head of Household: _____
 Name: _____

1. I hereby certify that I do not individually receive income from any of the following sources:
- Wages from employment (including commissions, tips, bonuses, fees, etc.); Income from operation of a business;
 - Rental Income from real or personal property
 - Interest or dividends from assets;
 - Social Security payments, annuities, insurance policies, retirement funds, pensions;
 - Death benefits;
 - Unemployment or disability payments;
 - Public assistance payments;
 - Periodic allowances such as alimony, child support, or gifts received from persons not living in my household
 - Sales from self-employed resources (Avon, Mary Kay, Shaklee, etc.);
 - Any other source not named above.

2. I currently have no income of any kind.

Under penalty of perjury, I certify that the information presented in this certification is true and accurate to the best of my knowledge. The undersigned further understands that providing false representation herein constitutes an act of fraud.

Signature of Applicant

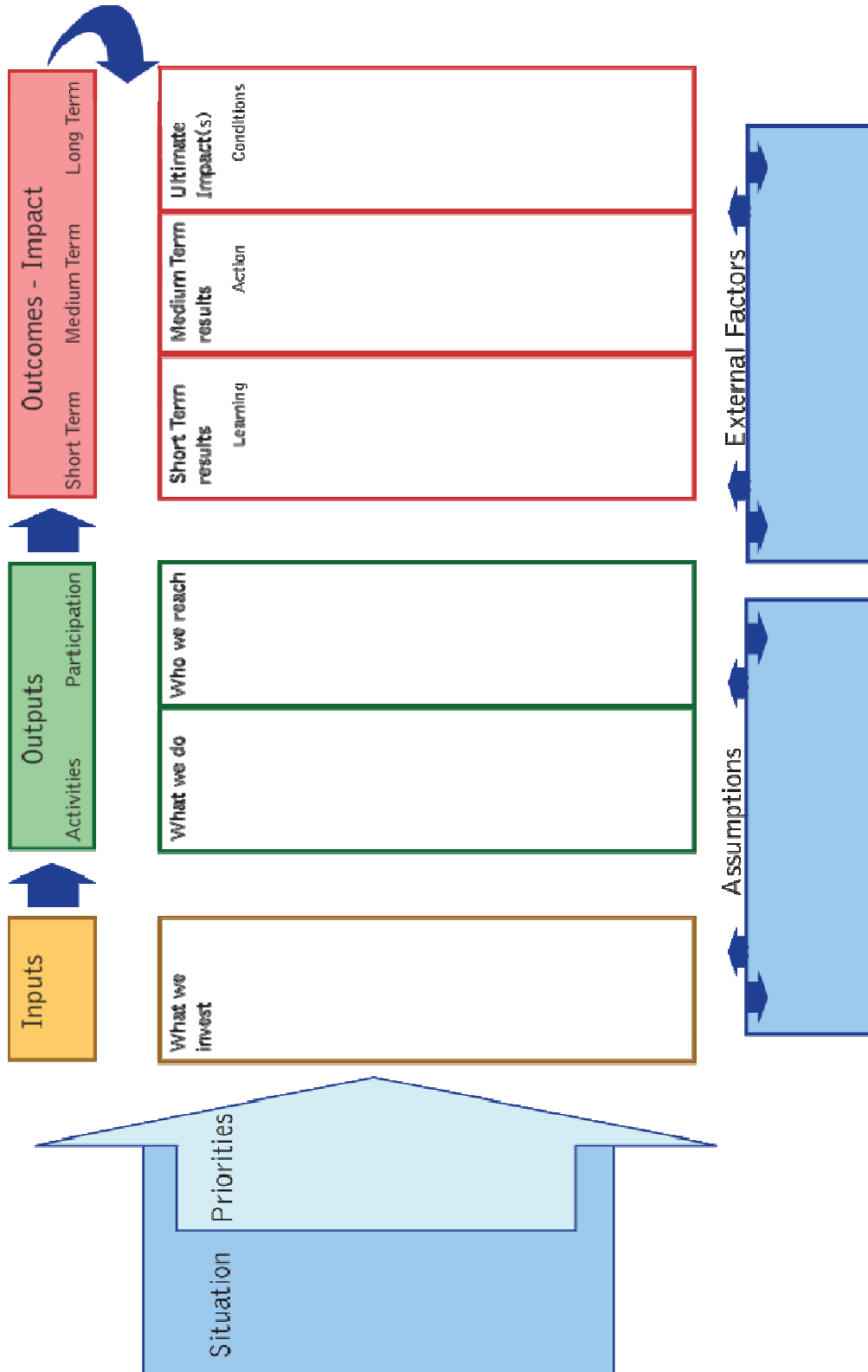
Printed Name

Date



2010 Continuum of Care Meeting Schedule

Region	Dates	Time	Location	Contact
Joplin CoC	Monthly - Second Monday	11:30	<i>Alliance of SW Missouri</i> 2914 E. 32nd St. Suite 102, Joplin, MO	<i>Carol O'Brien</i> 417-781-0352
Kansa City CoC	Monthly - First Wednesday	12:30	<i>Salvation Army</i> 101 W. Linwood, Kansas City, MO	<i>Brian O'Malley</i> 816-924-7997
Region 1	Quarterly	<i>varies</i>	<i>varies</i>	<i>Jenni Miller</i> 816-759-6614
Region 2	Quarterly	<i>varies</i>	<i>NECAC</i> 917 Broadway, Hannibal, MO	<i>Mandy Fangmann</i> 816-759-7203
Region 3	Quarterly	<i>varies</i>	<i>varies</i>	<i>Mandy Fangmann</i> 816-759-7203
Region 4	Quarterly	<i>varies</i>	<i>Green Hills Community Action Agency</i> 1506 Oklahoma Ave, Trenton, MO	<i>Mandy Fangmann</i> 816-759-7203
			<i>Community Services Inc.</i> 1212 S. Main, Maryville, MO	
			<i>Good Samaritan Center of Excelsior Springs</i> 108 S. Thompson Ave, Excelsior Springs, MO	
Region 5	Quarterly	<i>varies</i>	<i>MASW</i> 606 E. Capitol Ave, Jefferson City, MO	<i>Mandy Fangmann</i> 816-759-7203
Region 6	Quarterly	<i>varies</i>	<i>DAEOC</i> 99 Skyview Rd, Portageville, MO	<i>Jenni Miller</i> 816-759-6614
Region 7	Quarterly	<i>varies</i>	<i>varies</i>	<i>Jenni Miller</i> 816-759-6614
Region 8	Quarterly	<i>varies</i>	<i>varies</i>	<i>Jenni Miller</i> 816-759-6614
Region 9	Quarterly	<i>varies</i>	<i>Church Army Branson</i> 501 South 5 th Street, Branson, MO	<i>Jenni Miller</i> 816-759-6614
Region 10	Quarterly	<i>varies</i>	<i>Pettis County Community Partnership</i> 515 S. Kentucky, Sedalia, MO	<i>Mandy Fangmann</i> 816-759-7203
Springfield CoC	Monthly - Third Wednesday	10:00	<i>OACAC</i> 215 S. Barnes, Springfield, MO	<i>Michelle Garand</i> 417-888-2020
St. Charles CoC	Monthly - Third Friday	9:00	<i>varies</i>	<i>Dottie Kastigar</i> 636-936-8023
St. Joseph CoC	Monthly - Last Wednesday	10:30	<i>Judah House</i> 700 Olive, St. Joseph, MO	<i>Randy Sharp</i> 816-238-4511
St. Louis City	Monthly - Third Thursday	9:30	<i>varies</i>	<i>Antoinette Triplett</i> 314-612-5933
St. Louis County	Monthly - First Wednesday	8:30	<i>Richmond Heights Community Center</i> 8001 Dale, Richmond Heights, MO	<i>David Koehr</i> 314-615-7258





Logic Model:

Fill in each box with information from your agency/program.

1. **SITUATION:** Circumstances that led to program implementation
 - a. Examples – Increased number of homeless children, lack of affordable housing, large number of families in a short term financial crisis or need of transitional housing program
2. **PRIORITIES:** Aspects of the program that merit more attention before competing alternatives
 - a. Examples – rules of grant, safety of clients or mission of the program
3. **INPUTS:** Resources, contributions, investments that go into the program
 - a. Examples – staff, time, money and expertise
4. **OUTPUTS:** Activities, services, events and products that reach people who participate or are targeted
 - a. Examples of “What we do” – different programs, volunteer hours, hours programs are available, or advocacy efforts
 - b. Examples of “Who we reach” – number of men, women, veterans served, education level of clients, ages of clients or family size
5. **OUTCOMES:** Results or changes for individuals, groups, communities, organizations or systems
 - a. Examples of Short Term – pre/post test results, program attendance, client surveys
 - b. Examples of Medium Term – program completion rates, employment rates, percent staying in their home for a certain amount of time
 - c. Examples of Long Term – return rate or clients, percent staying in home for long period of time, comparisons to “best-practices” model
6. **ASSUMPTIONS:** The beliefs you have about the program, the people involved, the context and the way we think the program will work
 - a. Examples – a level of honesty from clients, assistance will keep clients in home, program model is the best model
7. **EXTERNAL FACTORS:** The environment in which the program exists includes a variety of external factors that interact with and influence the program action
 - a. Examples – lack of public transportation, lack of staff or funds or quality of jobs



GRANT RECIPIENT'S CONSENT TO RELEASE OF INFORMATION

I, _____ [applicant's name] understand and acknowledge that _____ [agency's name], in exchange for receiving funds from the Missouri Housing Development Commission ("MHDC") under the Missouri Housing Trust Fund program ("MHTF Program"), is required to share certain information about me with MHDC in order to ensure the Agency's compliance with all rules and requirements of the MHTF Program.

By my signature below, I hereby authorize the Agency to share all of my personal information with MHDC for the limited purposes of proving that I qualify to receive assistance under the MHTF Program and ensuring that the Agency is in compliance with the rules and requirements of the MHTF Program. I further authorize MHDC to contact me directly to discuss any matters related to my receipt of MHTF Program funds and agree to provide any additional information that MHDC may deem necessary in order to fully determine my eligibility for MHTF Program funds and/or to determine whether the Agency is in compliance with all rules and requirements of the MHTF Program.

Applicant's Signature: _____

Printed Name: _____

Date: _____

Among the stated goals of the MHTF Program is the provision of safe, decent and sanitary housing. In order to assist MHDC in furthering this goal, please indicate which of the following statements below is most accurate as it pertains to your current housing:

- I believe my current housing, for which I am seeking MHTF Program assistance, **IS** safe, decent and sanitary.
- I believe my current housing, for which I am seeking MHTF Program assistance **IS NOT** safe, decent and sanitary.

NOTE – If, at any time while you are receiving assistance under the MHTF Program, you believe your current housing ceases to be safe, decent and sanitary, please report this to the Agency, as the Agency will assist you in locating housing that is safe, decent and sanitary.

