

INTERGOVERNMENTAL RELATIONS COMMITTEE

12-0401R

RESOLUTION AUTHORIZING PROPER CITY OFFICIALS TO ENTER INTO A COOPERATIVE AGREEMENT WITH THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT FOR FAIR HOUSING ENFORCEMENT AND ACCEPTING \$16,000.00 IN COOPERATIVE AGREEMENT FUNDING.

CITY PROPOSAL:

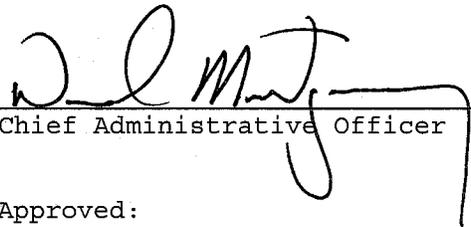
RESOLVED, that proper city officials are authorized to accept \$16,000.00 in cooperative agreement funding from the U.S. department of housing and urban development under the authority of City Contract No. 20095 in award funds providing for enforcement of federal fair housing laws and processing of related complaints by the city human rights office and other related matters, a copy of which is on file with the city clerk as Public Document No. _____, funds to be deposited in Fund 110-110-1104-4209-02 (General, Legislative and Executive, Attorney and Human Rights).

Approved:



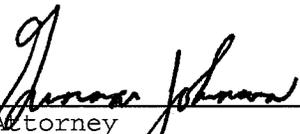
Department Director

Approved for presentation to council:



Chief Administrative Officer

Approved as to form:



Attorney

Approved:



Auditor

HRO RGG:jjm 08/02/2012

STATEMENT OF PURPOSE: The purpose of this resolution is to accept \$16,000.00 from the U.S. department of HUD award funds for the FY 2012/2013 fiscal year for the human rights office under the authority of City Contract No. 20095. \$1,500.00 is an award to offset costs for investigating cases in fair housing, \$2,000.00 will offset Administrative costs, and \$12,500.00 covers costs for staff to attend investigative training.

Assistance Award/Amendment

U.S. Department of Housing
and Urban Development
Office of Administration

1. Assistance Instrument <input checked="" type="checkbox"/> Cooperative Agreement <input type="checkbox"/> Grant		2. Type of Action <input checked="" type="checkbox"/> Award <input type="checkbox"/> Amendment	
3. Instrument Number FF205K125028	4. Amendment Number	5. Effective Date of this Action	6. Control Number 41-6005105 tax ID
7. Name and Address of Recipient City of Duluth 411 W. 1 st Street-410 City Hall Duluth, Minnesota 55802-1198		8. HUD Administering Office U. S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity 77 W. Jackson Blvd., Rm 2101 Chicago, IL 60604	
10. Recipient Project Manager Robert Grytdahl, Director		8a. Name of Administrator Maurice McGough	8b. Telephone Number (312) 913-8400
11. Assistance Arrangement <input checked="" type="checkbox"/> Cost Reimbursement <input type="checkbox"/> Cost Sharing <input type="checkbox"/> Fixed Price		9. HUD Government Technical Representative Claudia M. Nichols	
12. Payment Method <input type="checkbox"/> Treasury Check Reimbursement <input type="checkbox"/> Advance Check <input type="checkbox"/> Automated Clearinghouse		13. HUD Payment Office U.S. DEPT. OF HUD - FIELD ACCOUNTING CENTER P.O. BOX 2905, FT. WORTH, TX 76113-290	
14. Assistance Amount		15. HUD Accounting and Appropriation Data	
Previous HUD Amount	\$0	15a. Appropriation Number 8612/130144 (TIN) (M,12)	15b. Reservation number 05-12-01
HUD Amount this action	\$16,000	Amount Previously Obligated	\$
Total HUD Amount	\$16,000	Obligation by this action	\$
Recipient Amount	\$0	Total Obligation	\$
Total Instrument Amount	\$16,000		

16. Description

Cooperative Agreement for Fair Housing Assistance Program Funding - 2012. This agreement consist of the following which is incorporated therein and made a part hereof:

1. Cover Page, (HUD 1044)
2. Guidance for Allocation of FHAP funds - 2012
3. Schedule of Articles
4. Appendix A- Statement of Work
5. Attachment A - Criteria for Processing
6. Performance Measures for Complaint Processing
7. Attachment B - Standards for Timeliness and Quality

Case Processing \$ 1,500.00
Admin Cost 2,000.00
Training 12,500.00

17. <input checked="" type="checkbox"/> Recipient is required to sign and return three (3) copies of this document to the HUD Administering Office		18. <input type="checkbox"/> Recipient is not required to sign this document.	
19. Recipient (By Name)		20. HUD (By Name)	
Signature & Title		Office of Fair Housing and Equal Opportunity/Region V	
Date (mm/dd/yyyy)		Signature & Title	Date (mm/dd/yyyy)
		Maurice McGough	

In Witness Whereof, the parties have caused this agreement to be duly executed intending to be bound thereby.

FOR THE CITY:

Mayor

City Clerk

Auditor

Approved as to form:

City Attorney

TLS:jjm

2012 CONTRIBUTIONS AGREEMENT

SCHEDULE OF ARTICLES

1. SCOPE OF WORK (FIXED PRICE)
2. PERIODS OF PERFORMANCE
3. INSPECTION AND ACCEPTANCE
4. CONDUCT OF WORK
5. INSTRUMENT AMOUNT AND REQUESTS FOR PAYMENT
6. NARRATIVE REPORT
7. CRITERIA FOR PROCESSING
8. PART 85
9. USE OF COOPERATIVE AGREEMENT FUNDS
10. MAINTENANCE OF EFFORT
11. HUD'S SUBSTANTIAL INVOLVEMENT
12. ASSURANCES
13. USE OF CONSULTANTS
14. PUBLICATIONS AND NEWS RELEASES
15. REPRODUCTION OF REPORTS
16. FLOW DOWN PROVISIONS
17. DISPUTES
18. MAINTENANCE OF RECORDS
19. CUSTOMER SERVICE STANDARDS
20. REPORTING REQUIREMENTS
21. TRAINING
22. INITIAL CONTACT DATE
23. CHANGES LIMITING EFFECTIVENESS OF RECIPIENT'S LAW
24. FHAP AND FIRST AMENDMENT
25. TESTING

26. RELEASE OF INFORMATION WHILE COMPLAINT IS OPEN
27. SEXUAL ORIENTATION, GENDER IDENTITY, MARITAL STATUS, AND SOURCE OF INCOME CAUSE DETERMINATIONS

Appendix A: Statement of Work

Attachment A: Criteria for Processing

Attachment B: Standards for Timeliness

1. SCOPE OF WORK (FIXED PRICE)

The Recipient (or Agency) shall furnish all the necessary personnel, materials, services, equipment, facilities (except at otherwise specified herein) and otherwise do all things necessary for or incidental to the performance of the work set forth in the Statement of Work (SOW) and all attachments for the firm fixed price set forth herein.

2. PERIODS OF PERFORMANCE

The Recipient shall provide all services hereunder during the periods of performance.

For the **FY2012** Cooperative Agreement, the periods of performance are as follows:

Complaint Processing: July 1, 2011 – June 30, 2012

Administrative Costs, Training: October 1, 2011 – September 30, 2012

Note: While as a general rule, the cut-off day for incurring administrative costs is September 30, 2012, the GTR may change the cut-off date to several days before the end of the fiscal year if that is necessary to complete closeout documentation.

3. INSPECTION AND ACCEPTANCE

The Government Technical Monitor (GTM), if so delegated, may accomplish inspection and acceptance of all but the final products. The Government Technical Representative (GTR) shall accomplish acceptance of all final products. The GTR is identified in Block 9 of the HUD-1044.

4. CONDUCT OF WORK

During the effective period of this instrument, the GTR or GTM shall be responsible for monitoring the technical effort of the Recipient, unless the Recipient is notified in writing by the Cooperative Agreement Officer (CAO) of a replacement. The CAO is identified in Block 8a of the HUD-1044.

Only the CAO has the power to authorize deviations from this instrument, including deviations from the Statement of Work. In the event the Recipient does deviate without written approval of the CAO, such deviation shall be at the risk of the Recipient, and any costs related thereto shall be borne by the Recipient.

5. INSTRUMENT AMOUNT AND REQUESTS FOR PAYMENT

Agencies that have received Capacity Building funds for one year may be eligible for Contributions funds. Contributions funds consist of three categories: Complaint Processing; Administrative Costs; and Training.

- **Complaint Processing** - GTRs shall determine payment amounts based upon the FY2012 Standards for Timeliness, which enumerate a range for complaint processing funds up to \$2,600 per case, with the possibility of an additional \$1,000 for “charged” complaints. If the GTR decides not to reduce payment for extremely aged cases, they must justify the reason for not reducing payment (e.g., a charged case, or complex investigation).
- **Administrative Costs** - Agencies that acceptably process 100 cases or more shall receive 20% of the Recipient’s FHAP obligation amount for the preceding year. *For agencies that process fewer than 100 cases, see FY2012 Funding Guidance for FHAP “Contributions Agencies” for the funding framework.*
- **Training** - All Contributions agencies are eligible to receive training funds for attendance at the National Fair Housing Training Academy (NFHTA), and other HUD-approved or HUD-sponsored training. *See Instruction and Guidance for FHAP “Contributions Agencies” for specific requirements related to training funds.*

The maximum amount for performance under the Articles of this Cooperative Agreement, Appendix, and Attachments, is the total amounts of all categories of Contributions funds (i.e., Complaint Processing, Administrative Costs, Training, and Partnership). Draw-downs are permitted at the discretion of the GTR. Complete draw-downs of the total amount obligated for Complaint Processing funds shall be permitted at any point after June 30, 2012, and before September 30, 2012.

The Recipient shall follow the instructions in the Program Funds Control Plan (Attachment C) in requesting payments under the FHAP. Payment is subject to withholding if the CAO determines that the Recipient is not complying with all terms of the Cooperative Agreement, the Appendix, and all Attachments hereto.

6. NARRATIVE REPORT

A Narrative Report describing activities undertaken during the periods of performance pursuant to which payment is being requested is required. The Narrative Report shall include a listing of complaints acceptably processed, including the name of complainant, respondent, and date closed, type of closure, date referred to legal for enforcement action, information on investigative and conciliation techniques, and descriptions of all activities undertaken to justify all administrative closures. This list must demonstrate that the agency receives and processes a reasonable number of complaints cognizable under the Fair Housing Act, as required in 24 CFR § 115.206(e)(7). The Narrative Report shall also include a description of outreach activities undertaken in support of fair housing case processing to educate the public on fair housing rights and responsibilities. The GTR/GTM should verify that the Recipient is undertaking the education and outreach activities identified. If the Recipient meets the requirements outlined in the *FY2012 Funding Guidance for FHAP “Contributions Agencies”*, remaining funds may be used to undertake the fair housing education and outreach activities.

Where information is provided electronically through the Title Eight Automated Paperless Office Tracking System (TEAPOTS) or some other software application, the Report need not be provided in hard copy unless required by the GTR.

7. CRITERIA FOR PROCESSING

The Criteria for Processing are the standards by which HUD determines whether a complaint, cognizable under the Fair Housing Act and processed by the Recipient, warrants reimbursement with FHAP funds. The Criteria for Processing are hereby incorporated as Attachment A.

8. PART 85

The Administrative Requirements for Grants and Cooperative Agreements (24 CFR Part 85) is not attached hereto because of its size. The authorized Recipient official must verify to the GTR/GTM that the Recipient has a copy on file. If the authorized Recipient official cannot verify that a copy of Part 85 is on file at the Agency, the GTR/GTM is required to provide the copy to the Recipient.

9. USE OF COOPERATIVE AGREEMENT FUNDS AND NO CO-MINGLING

The Recipient is entitled to receive the fixed amount identified in Block 14 of the HUD-1044 for satisfactory completion of the work to be performed, regardless of costs incurred. FHAP funds must be used for the purpose that HUD provided the funds including the processing of complaints cognizable under the Fair Housing Act, training under the Fair Housing Act and the state or local fair housing law, administrative costs associated with fair housing complaint processing, creation and maintenance of data and information systems, and the development and maintenance of fair housing education and outreach projects. The Recipient must segregate FHAP funds from the Recipient's and the state or local government's other funds.

10. MAINTENANCE OF EFFORT

The Recipient must spend at least 20 percent of its total annual budget on fair housing activities if it enforces antidiscrimination law(s) other than a fair housing law. The term "total annual budget" means the entire budget assigned by the jurisdiction to the agency for enforcing and administering antidiscrimination laws, but does not include FHAP funds.

Maintenance of effort also means that the Recipient shall not unilaterally reduce the level of financial resources currently committed to fair housing. Budget and staff reductions occasioned by legislative action outside the control of the Recipient will not, alone, result in a determination of ineligibility. However, HUD will take such actions into consideration in assessing the ongoing viability of a Recipient's fair housing program.

11. HUD'S SUBSTANTIAL INVOLVEMENT

- A. HUD intends to have substantial involvement in the review and approval of all aspects of the work to be carried out as a result of an award under this Agreement.
- B. Anticipated substantial involvement may include, but is not necessarily limited to, the following:

1. Review and guidance during and upon completion of cases cognizable under the Fair Housing Act;
2. Requests for additional information on cases to provide clarification or for completeness of a case investigation or file;
3. Development and presentation of national and regional office fair housing investigation and conciliation training;
4. Participation in the development and presentation of in-house investigation and conciliation training;
5. Participation and approval of education and outreach programs or materials;
6. Provision of appropriate directives and guidance for case processing;
7. Assistance in the investigation, conciliation, and/or enforcement of fair housing cases cognizable under the Fair Housing Act;
8. Requests for updates on the final status of cause determinations; and
9. Review and analysis of agency's fair housing law for determinations of continued substantial equivalence to the Fair Housing Act.

12. ASSURANCES

As a condition for the receipt of FHAP funds, the Recipient assures HUD that it will:

- A. Provide a drug-free workplace;
- B. Comply with the provision of the Hatch Act (5 U.S.C. Sections 1501-1508 and 7324-7328) which limits the political activities of employees whose principle employment activities are funded in whole or part with Federal funds;
- C. Establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain;
- D. Comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. Sections 4728-4763) relating to prescribed standards for merit systems for programs funded under one of the nineteen statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F);
- E. Comply with all federal nondiscrimination laws including, but not necessarily limited to: (a) Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance (b) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of

sex by recipients of federal financial assistance ; (c) Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability by recipients of federal financial assistance, and (d) the Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age by recipients of federal financial assistance;

- F. Comply with all applicable requirements of federal laws, executive orders, regulations, and policies governing this program; and
- G. Comply with the requirements of the Resource Conservation and Recovery Act which mandates that state agencies using federal funds for procurement programs give preference to products containing recycled materials when purchasing specific products identified in guidelines developed by the Environmental Protection Agency (40 CFR 247-253).

13. USE OF CONSULTANTS

Salary payments to consultants under this instrument shall not exceed the equivalent of the maximum daily rate paid to level IV of the Executive Schedule, as evidenced by current pay vouchers.

14. PUBLICATIONS AND NEWS RELEASES

A. Definition. For the purpose of this clause, "publication" includes:

- (1) Any document containing information for public consumption;
- (2) The act of, or any act that may result in, disclosing information to the public; or
- (3) Any products resulting from the education and outreach efforts of the Recipient that are planned to be made available to the public through dedication, assignment by the Government, or other such means as HUD shall determine.

B. Government Ownership of Official Products of Work

All interim and final reports and information, data analyses, special methodology, findings, and their related documents and work products, including reports, work sheets, survey instruments, computer tapes, and any other physical materials and products produced directly under the SOW of this instrument are considered Official Products of Work, owned by the U.S. Government and held for the benefit of the public.

C. Publication of Official Products of Work

Official Products of Work, quotations there from, paraphrasing, or disclosures of interim findings may not be published without the approval of the GTR for a period of sixty (60) days after acceptance of the product by the GTR. Thereafter, the Recipient shall be free to publish without HUD approval.

D. Acknowledgement and Disclaimer

All Official Products of Work, or any part thereof, and any Independent Products and Special Products arising out of this instrument, when published by Recipient or other participants in the work, shall contain the following acknowledgment and disclaimer:

“The work that provided the basis for this publication was supported by funding under a Cooperative Agreement with the U.S. Department of Housing and Urban Development. The substance and findings of the work are dedicated to the public. The author and publisher are solely responsible for the accuracy of the statements and interpretations contained in this publication. Such interpretations do not necessarily reflect the views of the Government.”

E. Notice of News Release and Public Announcements

Copies of all press releases, formal announcements, and other planned, written issuances containing news or information concerning this instrument that may be made by the Recipient or its staff, or any subcontractor or other person or organization participating in the work of this instrument shall be provided to the GTR at the earliest possible time. News releases and other public announcements may not disclose any interim finding or quote or paraphrase any part of any Official Product of Work without complying with paragraph D above, entitled Acknowledgement and Disclaimer.

The Recipient agrees that no news releases, publications, studies, or other products involving FHAP funded activities will be released to the public without prior HUD approval. The Recipient further agrees that it will submit any and all press releases/news announcements, studies and/or other products developed with FHAP funds to the GTR for review and approval of at least two weeks prior to its release, unless HUD agrees to waive the two-week submission requirements. Publication flyers, and other routine documents previously approved by the GTR and/or the Department, may be published without further HUD approval.

15. REPRODUCTION OF REPORTS

In accordance with Government Printing and Binding Regulations, reproduction of reports, data or other written materials, if required herein, is authorized, provided that the materials produced do not exceed 5,000 production units of any page and the items consisting of multiple pages do not exceed 25,000 production units in aggregate.

16. FLOW DOWN PROVISIONS

The Recipient shall include provisions of this instrument in all contracts of employment with persons who perform any part of the work under this instrument, and with all subcontractors and other persons or organizations participating in any part of the work under this instrument. There shall be provisions for a further flow down of such requirements to each sub-tier of

employees and subcontractors to the extent feasible. If the Recipient subcontracts to a public or private organization any activity for which it receives FHAP funds, it must ensure in writing that the organization is complying with all relevant civil rights laws including: (a) Title VI of the Civil Rights Act of 1964; (b) Title IX of the Education Amendments of 1972, as amended; (c) Section 504 of the Rehabilitation Act of 1973; and (d) the Age Discrimination Act of 1975.

17. DISPUTES

During performance of the instrument, disagreements may arise between the Recipient and the GTR on various issues, such as the acceptability of complaints forwarded for reimbursement. If a dispute arises, the CAO shall be the final authority on the matter and shall prepare a final decision, taking into account all facts and documentation presented. The CAO's decision shall be mailed, emailed, faxed, or telephonically provided to the Recipient.

18. MAINTENANCE OF RECORDS

The GTR and CAO are to maintain all appropriate records relating to the implementation of this cooperative agreement for a period of 5 years for the GTR files and a period of 7 years for the CAO files. The files for the CAO are to be kept in a secure place and should be accessible to others only with the CAO's permission. After 7 and 5 years respectively, the records may be archived at the records center.

The Recipient agrees to maintain records demonstrating its financial administration of FHAP funds. The Recipient also agrees to maintain records of its performance under FHAP, including all past performance assessment reports, performance improvement plans, and other documents relative to the Recipient's performance.

The Recipient agrees to permit reasonable public access to its records as required at 24 CFR § 115.308(c) (i.e., records are made available at the agency's office during normal working hours for public review). The Recipient agrees to permit the Secretary of HUD, Inspector General of HUD, Comptroller General of the United States, and any of their authorized representatives, access to all the pertinent books, accounts, reports, files, and other payments for surveys, audits, examinations, excerpts and transcripts as they relate to the agency's participation in the FHAP. The Recipient agrees to keep files in such a fashion as to permit the audits under applicable Office of Management and Budget circulars, procurement regulations and guidelines, and the Single Audit requirements for state and local agencies.

19. CUSTOMER SERVICE STANDARDS

The Recipient agrees to ensure that any and all individuals associated with fair housing complaints, including aggrieved persons, complainants, respondents, and representatives, are treated with dignity and respect. The Recipient agrees to maintain regular contact with parties to a complaint, including not allowing more than 30 business days to pass without some form of contact with parties. The Recipient agrees that its staff will not communicate disinterest or distrust in the complaint process to any of the parties to the complaint. Complaints to HUD from individuals associated with FHAP fair

housing complaints will be reviewed by the GTR. The GTR will work with the Recipient and the individual to resolve the matter. In addition, customer satisfaction issues identified that may impact the timely and effective processing of fair housing complaints will be considered when HUD conducts performance assessments of the Recipient in accordance with 24 CFR § 115.206.

20. REPORTING REQUIREMENTS

The Recipient agrees to provide the GTR timely information on all fair housing complaints cognizable under the Fair Housing Act, from receipt to closure, regardless of whether payment has been received by the Recipient.

The Recipient agrees to fully utilize the Title VIII Automated Paperless Office Tracking Systems (TEAPOTS), and input information in TEAPOTS in a timely manner. Failure to meet this requirement shall result in HUD identifying such failure as a deficiency in the FHAP agency's performance assessment, thereby authorizing HUD to proceed with performance deficiency procedures enumerated in the FHAP regulation at 24 CFR § 115.210.

21. TRAINING

The Recipient agrees to send staff to mandatory training sponsored by HUD, including, but not necessarily limited to, the National Fair Housing Training Academy and the National Fair Housing Policy Conference. The Recipient shall participate in such trainings in accordance with the requirements enumerated in the document entitled *FY2012 Funding Guidance for FHAP "Contributions Agencies"*.

22. INITIAL CONTACT DATE

The Recipient must use the Initial Contact Date field in TEAPOTS to record the actual date on which a complainant first contacts the Recipient or FHEO to inquire about filing a housing discrimination complaint, or to report an alleged discriminatory housing practice. The Recipient will be required to comply with the following procedures with respect to documenting a complainant's initial contact.

For cases initially filed with the Recipient, the Recipient must:

- A) Maintain records of each complainant's initial contact with the Recipient, including records of all telephone, e-mail, letters, and in-person contacts;
- B) Place the original record of a complainant's initial contact, or a copy of that record, in the case file under the complainant's evidence section of the file, consistent with the requirements of Chapter 10 of the Title VIII Manual; and
- C) Ensure that the Initial Contact Date field in TEAPOTS reflects the earliest date of contact referenced in the case file.

For cases initially filed with FHEO, the Recipient:

- A) Must ensure that the Initial Contact Date filed in TEAPOTS reflects the earliest date of contact referenced in the case file referred to the Recipient by FHEO;
- B) Must not change the date that FHEO entered in the Initial Contact Date field in TEAPOTS even if records contained in the case file received from FHEO reflect a later date of contact by the complainant. If FHEO has entered an initial date of contact in TEAPOTS that is earlier than any contact date referenced in the case file, the Recipient must contact the FHEO regional office to obtain any records of contact that may have been omitted from the case file.

23. CHANGES LIMITING EFFECTIVENESS OF RECIPIENT'S LAW

If a state or local fair housing law that a Recipient enforces is amended, or rules or procedures concerning the fair housing law are adopted, or judicial or other authoritative interpretations of the fair housing law are issued, the Recipient must notify HUD's Fair Housing Assistance Program Division at the following address:

Fair Housing Assistance Program Division
Office of Fair Housing and Equal Opportunity
U.S. Department of Housing and Urban Development
451 Seventh Street, SW, Room 5206
Washington, DC 20410

24. FHAP AND THE FIRST AMENDMENT

None of the funding made available under the FHAP may be used to investigate or prosecute any activity engaged in by one or more persons that may be protected by the First Amendment of the United States Constitution.

25. TESTING

The following requirements apply to testing activities funded under the FHAP:

- A. Testing must be done in accordance with a HUD-approved testing methodology;
- B. Testers must not have prior felony convictions or convictions of any crimes involving fraud or perjury;
- C. Testers must receive training or be experienced in testing procedures and techniques;
- D. Testers and the organizations conducting tests, and the employees and agents of these organizations, may not: 1) have an economic interest in the outcome of the test, without prejudice to the right of any person or entity to recover damages for any cognizable injury; 2) be a relative or acquaintance of any party in a case; 3) have had any employment or other affiliation, within five years, with the person or organization; or 4) or be a competitor of the person or organization to be tested in the listing, rental, sale or financing of real estate.

26. RELEASE OF INFORMATION WHILE COMPLAINT IS OPEN

As a general rule, the Recipient will not release information collected during the course of the investigation while the complaint is open. There are three exceptions. First, the Recipient will provide information to HUD, consistent with Section 11 of this document. Second, a party to a complaint being investigated by the Recipient is entitled to receive a copy of any document it submitted during the investigation of the complaint. Third, during conciliation, a conciliator may opt to use the strategy of revealing portions of the evidentiary section of the investigative file to the parties. This type of disclosure may also occur during an investigation when a Recipient investigator questions a party or a witness about a document or a statement in a document.

27. SEXUAL ORIENTATION, GENDER IDENTITY, MARITAL STATUS, AND SOURCE OF INCOME CAUSE DETERMINATIONS

Recipient must submit to the Fair Housing Assistance Program (FHAP) Division copies of sexual orientation, gender identity, marital status, and source of income cause determinations. The General Section of HUD's Notice of Funding Availability (NOFA) deems ineligible applicants that have not satisfactorily resolved a cause determination from a FHAP agency for a systemic violation of a state or local prohibition of sexual orientation, gender identity, and source of income housing discrimination. Additionally, on February 3, 2012, HUD issued a final rule entitled Equal Access to Housing in HUD Programs Regardless of Sexual Orientation and Gender Identity, which mandates recipients of HUD funds, FHA-insured lenders, and FHA-mortgagors to provide access to HUD programs without regard to sexual orientation, gender identity, and marital status. Receipt of cause determinations from FHAP agencies on these issues will assist HUD in determining whether an applicant is ineligible for funding under the NOFA and/or has violated the Equal Access Rule. FHAP agencies should submit such determinations electronically to LGBTfairhousing@hud.gov, or send hardcopies to:

Director, Fair Housing Assistance Program Division
Office of Fair Housing and Equal Opportunity
U.S. Department of Housing and Urban Development
451 Seventh Street, SW, Room 5206
Washington, DC 20410

**APPENDIX A - CONTRIBUTIONS AGREEMENT STATEMENT OF WORK
FY 2012**

1. The Recipient agrees to process housing discrimination complaints cognizable under the Fair Housing Act in accordance with the Agreement for the Interim Referral of Complaints and Other Utilization of Services (Interim Agreement) or Memorandum of Understanding (MOU) between the Recipient and HUD, the Schedule of Articles, the Criteria for Processing, and 24 C.F.R. Part 115.
2. The Recipient agrees to cooperate with HUD in the processing of housing discrimination complaints cognizable under the Fair Housing Act in accordance with the Interim Agreement, MOU, the Schedule of Articles, the Criteria for Processing, and 24 C.F.R. Part 115.
3. The Recipient agrees to augment its fair housing enforcement efforts by engaging in outreach and education, and engaging and participating in training and technical assistance pursuant to the Interim Agreement and MOU.
4. The Recipient agrees to follow HUD's guidance in processing complaints cognizable under the Fair Housing Act unless and until the Department rescinds such requirement in writing to the Recipient.
5. The Recipient agrees to identify to HUD all staff assigned to carry out fair housing activities by name, position, salary, relevant experience, and percentage of time spent carrying out fair housing responsibilities.
6. The Recipient may be required to participate in customer satisfaction evaluation activities under this agreement. The Recipient agrees to furnish to HUD all information collected from its customers in the form specified by HUD.
7. If the Recipient has aged cases, upon request from HUD, the Recipient must provide updates to HUD on its handling of aged cases and submit a plan to the GTR/GTM for closing such cases.

ATTACHMENT A: Criteria for Processing

The Criteria for Processing (Criteria) are the standards by which HUD determines whether a complaint, cognizable under the federal Fair Housing Act and processed by a substantially equivalent state or local agency, warrants reimbursement with Fair Housing Assistance Program (FHAP) funds. The Criteria establish, for each type of complaint closure, the minimum requirements for quality complaint processing and identify the documents that must be submitted to HUD. The Criteria are designed to assure the uniform, timely, and quality processing of housing discrimination complaints processed under substantially equivalent fair housing laws. If the Criteria are not met for a particular complaint, HUD may deny reimbursement, in whole or in part, for that complaint.

The Criteria are enumerated under major subheadings, most of which describe the type of closure, (e.g., cause, no cause, conciliation, etc.). Subheadings I through III set out criteria that apply to most complaints. Subheadings IV through VII set forth additional criteria specific to particular types of complaint closure. For example, to meet the criteria for an administrative closure, criteria under subheadings I (Complaint Filing), II (Notification), III (Cause and No Cause Determinations), VII (Administrative Closures) may need to be met.

Once HUD determines a complaint warrants reimbursement under the Criteria, the Standards for Timeliness (Attachment B) are used to identify the amount that HUD will reimburse the FHAP agency, based upon timeliness and complexity of the investigation.

Please note that all complaint-related documentation identified in the Criteria must be provided to HUD no later than 30 days after completion of complaint processing. Whenever possible, the complaint-related documentation must be submitted to HUD via the Title Eight Automated Paperless Office Tracking System (TEAPOTS). An agency's failure to utilize TEAPOTS and input all relevant data and information in TEAPOTS in a timely manner may jeopardize complaint processing reimbursement. (See complaint closure review forms that identify required TEAPOTS entries and appropriate payment deductions based on type of closure). HUD may also address the failure to utilize TEAPOTS through performance deficiency procedures including, but not necessarily limited to, technical assistance, performance improvement plan, and suspension. See 24 C.F.R. § 115.307(a)(3) and 24 C.F.R. § 115.210.

Finally, as an additional technical assistance tool, complaint closure review forms are attached. The forms combine the Criteria for Processing and the Standards for Timeliness into user-friendly checklists based on type of complaint closure.

I. Complaint Filing

A. Quality Requirements:

1. All complaints must be timely filed in accordance with the substantially equivalent state or local fair housing law.
2. All complaints must be in writing, signed by the complainant, and contain the following information:
 - a. The name and address of complainant;
 - b. The name and address of respondent(s);
 - c. If a specific property is involved, the property's address and physical description, such as apartment, condominium, house or vacant lot; and
 - d. A concise statement of the facts, including pertinent dates, constituting the alleged discriminatory housing practice.
3. Where the agency determines that there is insufficient information in the complaint to commence an investigation, the agency must notify the complainant in writing by no later than the 5th day after receipt of the complaint and inform the complainant what information he or she must provide in order to commence an investigation, and identify a reasonable timeframe for submitting such information. The agency must notify the complainant that unless he or she provides the required information within the specified timeframe, the agency may dismiss the complaint.
4. The FHAP agency must permit complaints to be filed with the assistance of an authorized representative or organization of the complainant.
5. The FHAP agency must permit complaints to be reasonably and fairly amended at any time. Such amendments may include, but are not limited to: a) amendments to cure technical defects or omissions; b) clarification, amplifications, or amendments of allegations in a complaint; or c) joinder of additional or substitute respondents. The FHAP agency should consider amended complaints as having been made filed on the date the original complaint was filed.
6. HUD will not reimburse a FHAP agency for complaints deemed non-jurisdictional because of failure to meet more burdensome filing requirements than those imposed by the Act. For example, if a FHAP

agency requires complaints to be notarized, HUD will not reimburse the agency for a complaint not filed because the complainant did not get the complaint notarized. To preserve the rights of aggrieved persons, a FHAP agency must refer such complaints to HUD for investigation under the federal Fair Housing Act as soon as practicable and, where necessary, consent to their reactivation.

7. Pursuant to 24 CFR Section 115.210, and the March 7, 2001 memorandum entitled Limitations on Accepting as Dual-Filings FHAP Cases That Implicate First Amendment, HUD will not reimburse FHAP agencies for complaints that implicate the First Amendment of the U.S. Constitution. The FHAP agency must alert HUD to complaints that it receives that may implicate the First Amendment so that HUD may analyze the complaint and determine if reimbursement is appropriate.
8. Pursuant to a Memorandum of Understanding between HUD and the Internal Revenue Service, the FHAP agency must identify in TEAPOTS whether the property named in a complaint receives Low Income Housing Tax Credits. This is required for every complaint.
9. Pursuant to any special provisions in the Interim Agreement and/or Memorandum of Understanding between HUD and a FHAP agency, the FHAP agency must refer complaints to HUD regarding allegations that the agency receives involving a practice that is not prohibited by the substantially equivalent State or local law, but is prohibited by the federal Fair Housing Act.
10. If a housing discrimination complaint is filed against a recipient of federal financial assistance and therefore implicates civil rights laws that FHEO enforces other than the federal Fair Housing Act (multi-jurisdictional), the FHAP agency shall notify FHEO so that FHEO may process that portion of the complaint. Other civil rights laws enforced by FHEO include:
 - a. Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d (prohibiting discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance);
 - b. Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 (prohibiting discrimination based on disability in programs or activities receiving federal financial assistance);
 - c. Section 109 of the Housing and Community Development Act of 1974, 42 U.S.C. § 5309 (prohibiting discrimination on the basis of

race, color, national origin, religion or sex in any program or activity funded in whole or in part by the community development block grant programs);

- d. Title II of the Americans with Disabilities Act, 42 U.S.C. § 12101 et seq. (prohibiting discrimination based on disability in programs, services and activities made available by public entities);
 - e. Architectural Barriers Act, 42 U.S.C. § 4151 et seq. (providing that buildings, including publicly owned residences, designed constructed, leased or altered with certain federal funds must be accessible to persons with disabilities); and
 - f. Age Discrimination Act of 1975, 42 U.S.C. § 6101 (prohibiting discrimination based on age in programs or activities receiving federal financial assistance).
- B. Required Documents: A signed, dated copy of the complaint, any requests for amendment(s) to the complaint, and evidence of compliance with the timeframes and requirements identified above.

II. Notification

- A. Quality Requirements: The FHAP agency must notify HUD within 5 days of receiving complaints that are cognizable under the federal Fair Housing Act. In addition, the FHAP agency must serve notice of the complaint to each complainant and respondent in accordance with the timeframes identified in the substantially equivalent law and the following requirements.
- 1. The notification letter to the complainant must consist of an acknowledgement of receipt of the complaint for filing, the designation of a complaint number, information related to the agency's processing procedures including the name and telephone number of a FHAP agency contact, and the complainant's rights and obligations under the substantially equivalent law, including time limits and choice of forums.
 - 2. The notification letter to the respondent must consist of a description of the alleged housing discrimination practice upon which the complaint is based, include a copy of the complaint, and identify the name and telephone number of a FHAP agency contact. The notice to a respondent must also advise respondent of his or her procedural rights and obligations, including respondent's right to file an answer within the timeframe identified in the substantially equivalent law.

3. A person who is not named as a respondent in a complaint, but who is identified as a respondent in the course of the investigation, may be joined as an additional or substitute respondent by service of a written notice. The notice must explain the basis for the agency's belief that the joined person is properly joined as a respondent and include information identified in paragraph 2 above.

B. Required Documents: For complaints that are filed directly with the FHAP agency, the agency must enter information in TEAPOTS regarding the complaint within five days of receiving the complaint, sufficiently notifying HUD of the complaint. In addition, the agency must provide HUD with a copy of the notification letters sent to the parties and must update TEAPOTS to indicate when the agency sent the notification letters.

III. **Criteria for Cause and No Cause Determination**

Every cause or no cause determination must be based on an investigation that includes sufficient consideration of the complainant's and respondent's evidence, and a sufficient evaluation of any and all conflicting evidence. A cause or no cause determination must be based on a review of all relevant evidence the agency obtained during the investigation. The agency shall not act as an advocate for either the complainant or respondent and shall weigh the evidence objectively in light of the relevant substantially equivalent law. The basis for the cause or no cause determination must be well-documented.

A. Quality Requirements:

In addition to the criteria set forth in subheadings I and II above:

1. **Before the end of the 30th day after the complaint is filed, the FHAP agency must initiate a comprehensive investigation of issues raised in the complaint. Respondent's defenses, relevant policies and practices, as well as all other relevant data, must be identified and analyzed and the complainant, respondent, and all relevant witnesses must be interviewed. Contradictions between complainant's allegations and respondent's response must be investigated and when applicable, comparative data must be obtained. When necessary, information must be independently corroborated. Simply obtaining respondents' statements rebutting complainant's allegations will normally not resolve disputed issues of fact.**
2. HUD recommends that FHAP agencies develop investigative plans for every complaint processed that is cognizable under the Fair Housing Act. For guidance on development of an investigative plan, FHAP agencies

may refer to Chapter 7 of HUD Handbook 8024.01 REV-2 (Title VIII Complaint Intake, Investigation, and Conciliation Handbook).

3. In planning the investigation, the investigator and his/her supervisor must determine, on a complaint-by-complaint basis, whether on-site inspections and/or interviews are required. For most complaints, on-site inspections and/or interviews are the most thorough way to conduct an investigation unless:
 - The complaint does not involve factual disputes;
 - Evidence clearly demonstrates there is no cause; or
 - Evidence clearly indicates there is cause.
4. During the period beginning with the filing of a complaint and ending with the FHAP agency's determination or charge of discrimination, the agency, to the extent feasible, must attempt to conciliate the complaint (see more detail on criteria for conciliation attempts and conciliation agreements in Section IV of this document).
5. If the agency does not complete the investigative activities with respect to a complaint within 100 days from the date of receipt, it must notify the parties in writing of the reason(s) for the delay. Such notification letters must be sent within 110 days of the filing of the complaint.
6. At the end of each investigation, the agency shall prepare a Final Investigative Report (FIR). An FIR shall be dated and signed by at least one supervisor. The FIR shall contain:
 - a. The names and dates of contacts with the parties and witnesses, except that the report will not disclose the names of witnesses who request anonymity;
 - b. A summary of correspondence and other contacts with the complainant and the respondent;
 - c. A summary description identifying other pertinent records examined;
 - d. A summary of statements by witnesses, if applicable; and/or
 - e. Interrogatories and answers provided, if applicable.
7. Each Determination shall be signed and dated by an authorized FHAP representative.

8. The FHAP agency shall send the closure package to HUD within 30 days of closure. (See B below).
 9. The FHAP agency will cooperate with HUD by providing information at regular intervals or upon request related to individual complaint investigations. Upon request, HUD shall receive status reports for each complaint that is over 100 days old.
- B. Required Documents: All evidence indicating that a comprehensive investigation was commenced and completed in accordance with the above requirements including, but not limited to: a copy of a signed, dated complaint; a copy of a FHAP agency determination, dated and signed by an authorized FHAP representative; proof that a FHAP agency sent its determination letter to all parties; an FIR that meets the above listed requirements; an investigative plan (when such plan exists); a copy of the 100-day letters and evidence that they were sent; and all other information pertinent to the investigation, including but not limited to interview notes, documentation of conciliation attempts and, when necessary, independent evidence corroborating respondent's defense(s).
- C. Additional funds for "Charged" Complaints: An agency may receive additional funds for complaints for which it issues a charge of discrimination or equivalent action. To obtain such additional funds, the charge (or equivalent action) must meet the following three factors:¹
1. Be issued in a written document;
 2. Be signed by the appropriate agency official; and
 3. Offer the opportunity to adjudicate the charge in a judicial proceeding.
- D. Post-Cause Review – See Section V.

IV. **Criteria for Conciliation**

During the period beginning with the filing of a complaint and ending with the agency's no cause determination or charge of discrimination, the agency, to the extent feasible, must attempt to conciliate the complaint. In conciliating a complaint, agencies must attempt to achieve a just resolution of the complaint and obtain assurances that the respondent will satisfactorily remedy any violations of the rights of the complainant and take actions to ensure the elimination of alleged discriminatory housing practices and the prevention of their occurrences in the future. These standards for conciliation remain in effect even if conciliation/settlement takes place after the agency's cause determination.

¹ If an agency does not utilize a charge process, it may still receive "charged complaint" additional funds if its cause determination meets these three factors.

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

A. Quality Requirements/Required Documents:

The FHAP agency must provide HUD with a signed and dated complaint, a chronology of actions taken up to the conciliation, copies of closure letters sent to the parties indicating that the complaint was closed due to a successful conciliation, together with a copy of the executed conciliation agreement. The conciliation agreement must be in writing, dated and signed by complainant, respondent, and the authorized FHAP agency representative, and include:

1. HUD and FHAP complaint numbers
2. names of the parties;
3. address and description of the subject property;
4. an effective date and the term in which the agreement remains in effect;
5. relief that remedies the discrimination alleged in the complaint;
6. as appropriate, relief that adequately vindicates the public interest, and prohibits future discriminatory housing practices by respondent;
7. a statement that the agreement constitutes closure of the complaint at HUD and the FHAP agency;
8. a statement that the agreement shall be made public unless the complainant and respondent otherwise agree, and an authorized representative of the agency determines that disclosure is not required to further the purposes of the substantially equivalent law. Circumstances that may result in partial or complete nondisclosure of a conciliation agreement may include, but are not limited to:
 - Sexual harassment allegations that may be humiliating and embarrassing to the complainant;
 - A complainant's physical or mental disability that complainant may not want disclosed; or
 - The fact that a complainant is a resident in a home for battered women which complainant believes may, if disclosed, endanger

her safety.

9. provisions that allow the FHAP agency to effectively monitor compliance with the agreement.
10. a statement that violations of other civil rights laws have been alleged (if applicable).

NOTE: The conciliation agreement does not prohibit HUD from taking further action against respondent under other applicable civil rights laws. When a complaint is subject to concurrent processing by HUD under other civil rights laws, the FHAP agency may not execute an agreement that resolves matters in regard to these other laws without HUD's consent.

V. Criteria for Post-Cause Complaints Heard in an Administrative Hearing, Civil Action, or Through Judicial Review

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

- A. Quality Requirements: After a cause determination and a charge of discrimination, or its equivalent, has been issued, and assuming the conciliation was attempted and failed, the complaint must be referred to appropriate counsel to prosecute the charge on behalf of the complainant, at government expense, before an administrative hearing body or civil court. Representation must also be provided in any appeals that follow.
- B. Documents Required: HUD will accept such a complaint for reimbursement if the agency provides documentation of such a referral in, for example, correspondence, logs or pleadings. Additionally, the FHAP agency shall provide any final administrative hearing decision, consent decree, or settlement agreement entered to HUD within 30 days of such action. If the agency does not provide this information, HUD may request, and the agency will be required to return, up to 50% of the reimbursement previously paid to the agency for the complaint.

NOTE: While the agency may obtain reimbursement on these complaints prior to final disposition by an administrative hearing body or a civil court, the agency must subsequently report to HUD the final status of such complaints. *See* 24 C.F.R. § 115.206(e)(8). FHAP agencies must input final status information directly in TEAPOTS within 30 days of the administrative or judicial determination. If the agency does not provide this information, HUD may request, and the agency will be required to return, up to 50% of the reimbursement previously paid to the agency for the complaint.

VI. Criteria for Closures by Settlement without FHAP Agency Involvement (a.k.a., withdrawals with resolution)

If complainant and respondent resolve the complaint without the FHAP agency's involvement, the complainant may withdraw the complaint by submitting a withdrawal request to the FHAP agency.

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

- A. Quality Requirements. The withdrawal request must be written; it must be signed and dated by complainant or complainant's authorized representative; identify the respondent(s) to whom the withdrawal applies; contain the HUD and FHAP agency complaint numbers; state the reason(s) complainant seeks to withdraw the complaint; contain a statement that the withdrawal was not obtained by coercion or threat of retaliation from any person, including but not limited to the respondent; and identify the terms of the resolution.
- B. Required Documents: The FHAP agency must provide FHEO with: a signed and dated complaint; a chronology of the FHAP agency actions prior to the withdrawal request; a copy of the signed and dated withdrawal request; documentation showing that the agency notified the complainant and respondent that the investigation would be terminated as a result of the withdrawal, and that the complainant could re-file the complaint if the terms of the resolution are not satisfied and the re-filing is received within the time limit for filing a complaint under the substantially equivalent law; and a copy of the closure letter.

NOTE: The FHAP agency must not encourage or facilitate resolution without its involvement in lieu of proceeding with conciliation. If HUD discovers that such occurred, reimbursement for the complaint may be deducted in whole or in part.

VII. Criteria for Administrative Closures

Performance Standard 2 in the FHAP regulations, at 24 C.F.R. § 115.206(e)(2), requires that administrative closures only be utilized in limited and appropriate circumstances. It is critical that FHAP agencies not close complaints administratively except under the specific circumstances set forth below.

- A. Withdrawals without Resolution. If complainant decides to withdraw a complaint, even though the complaint has not been resolved, complainant must submit a withdrawal request.

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

1. Quality Requirements: The withdrawal request must: be written; signed and dated by complainant or complainant's authorized representative; identify the respondent(s) to whom the withdrawal applies; contain the HUD and FHAP agency complaint numbers; state the reason(s) complainant seeks to withdraw the complaint; contain a statement that complainant is aware that the withdrawal terminates the FHAP agency's investigation; contain a statement that the withdrawal was not obtained by coercion or threat of retaliation from any person, including but not limited to the respondent.
2. Required Documents: The FHAP agency must provide FHEO: a signed and dated complaint; a chronology of FHAP agency actions prior to receipt of the withdrawal request; a copy of the signed and dated withdrawal request that meets the Quality Requirements set out above; and a copy of the closure letter provided to all parties indicating closure due to withdrawal by complainant without resolution.

NOTE: If the withdrawal request indicates that there was coercion or threat of retaliation, FHAP payment may be denied.

- B. Inability to Locate Complainant. The FHAP agency may administratively close a complaint when additional information is needed from complainant and he or she cannot be located.

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

1. Quality Requirements: If correspondence sent by the agency is returned with an indication that the complainant moved and left no forwarding address, the agency must take the following progressive steps to locate the complainant before administratively closing the complaint:
 - a. Place at least four telephone calls to complainant's residence, cell phone number, and place of employment, two during normal business hours to work number and two during non-business hours to a residential/cell number. If an email address is available, the agency must attempt to email the complainant at least two times.
 - b. Attempt to contact persons identified by complainant at intake to inquire as to complainant's whereabouts.
 - c. Check other sources in an effort to obtain complainant's current contact information (e.g., telephone directory, Internet searches,

postal service, 411 information, utility company, witnesses previously identified by complainant, or individuals at complainant's place of employment).

- d. Send a letter to the complainant's last known address by certified mail, advising complainant of the agency's intent to close the case unless complainant contacts the agency within ten days. If the tenth day elapses without a response, the case may be closed administratively by means of a written notice sent to all parties, including complainant at complainant's last known address.

NOTE: If the FIR shows that the complaint was closed due to the inability to contact complainant without following the steps outlined above, the FHAP agency will not be reimbursed for processing the complaint.

2. Required Documents: The FHAP agency must provide the following documentation to FHEO: a signed and dated complaint; evidence that the above progressive steps were taken to locate complainant; evidence that the certified letter was returned unclaimed, and a copy of the closure letter sent to the parties indicating closure due to inability to locate complainant.

C. Inability to Locate Respondent

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

1. Quality Requirements: A FHAP agency must make every effort to identify the correct name and address of each respondent in a complaint. However, there may be circumstances where a respondent cannot be identified or located. If the complaint identifies multiple respondents and only one cannot be adequately identified, the agency must not close the complaint administratively. Rather, the investigation must proceed and further efforts must be made during the investigation to identify the respondent whose correct name or address remains unknown. The complaint may be amended to remove those respondents who could not be located.

If a sole respondent or all respondents cannot be identified or located, the complaint may be closed administratively if the agency first takes the following steps:

- a. The FHAP agency must attempt to obtain additional information from available sources that could result in identifying or locating the respondent, including Internet searches, cell phone numbers, cross reference directories, or property tax records that may

identify the owner or prior residents of the property in question and provide enough information to identify or locate the respondent, serve the complainant, and begin the formal investigation.

- b. If a source appears to know the identity or location of a respondent that the FHAP agency seeks, but that source refuses to provide the information voluntarily, the FHAP agency must subpoena the information.
- c. As appropriate, the FHAP agency should attempt an on-site visit, which may help locate and identify the respondent.
- d. If the above efforts to locate or identify the respondent are unsuccessful, a letter must be sent to the complainant giving him or her 10 days to provide information needed to locate or identify respondents.

NOTE: In the absence of sufficient information, the case may be closed administratively, and written notice by regular and certified mail should be sent to the parties.

Required Documents: The FHAP agency must provide the following documentation to FHEO: a signed and dated complaint; evidence that the above progressive steps were taken to locate the respondent, including the signed letters identified in 1(d) above giving notice to complainant or complainant's representative, evidence that certified letters were returned unclaimed, and closure letters to complainant or complainant's representative indicating inability to locate respondent(s).

- D. Failure of Complainant to Cooperate with the Investigation. A complaint may be administratively closed when complainant fails to respond to reasonable requests for information that is needed in order for the FHAP agency to make a determination.

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

1. Quality Requirements:
 - a. The FHAP agency must inform the complainants and their representatives of their duty to cooperate with the investigation and the risk of the agency administratively closing the complaint if they fail to cooperate.
 - b. The FHAP agency must make repeated attempts to contact

complainants and their representatives by telephone and mail requesting the needed information. If these efforts are fruitless, the FHAP agency must send a letter to the complainant by certified mail return receipt giving complainant at least ten days from receipt of letter to provide the needed information to the agency.

- c. If the complainant's cooperation cannot be obtained using the above procedures, and the letter is not returned by the post office (i.e., marked addressee unknown, moved, left no forwarding address, etc.), the complaint should then be closed for failure to cooperate.

If the complaint is closed for failure of complainant to cooperate with the investigation, a closure letter must be sent to the complainant.

2. Required Documents: The following documents must be provided to FHEO: a signed and dated complaint; evidence that the above progressive steps were taken to obtain complainant's cooperation, including the signed letter identified in 1(b) above giving notice to the complainant or the complainant's representative; and a copy of closure letter to the parties indicating closure because of failure of complainant to cooperate with the investigation.

E. Lack of Jurisdiction

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

1. Quality Requirements: For a FHAP agency to obtain reimbursement for a complaint administratively closed for lack of jurisdiction, there must be a lack of jurisdiction for both HUD and the agency. If HUD, but not the agency, has jurisdiction over the complaint, the complaint must be referred to HUD for processing. In order to qualify for reimbursement, the lack of jurisdiction must not have been apparent on the face of the complaint at the time of filing, and must have become known only after further investigation. The following are examples of facts uncovered during an investigation that may justify reimbursement for an administrative closure for lack of jurisdiction: a) the complainant has not suffered the alleged harm needed to establish standing; b) the subject property qualifies for an exemption to coverage of both the Fair Housing Act and the substantially equivalent law.
2. Required Documentation: The FHAP agency must provide the following documentation to FHEO: reason(s) for closing the complaint for lack of jurisdiction that demonstrates why HUD does not have jurisdiction, and that the lack of jurisdiction could not have been determined at intake;

copies of closure letter sent to the parties that indicate reason for lack of jurisdiction closure, identify FHAP and HUD complaint numbers, and are signed by authorized FHAP agency official.

- F. Trial has Commenced. A complaint should not be closed because an aggrieved person has filed a lawsuit, or a court has set a trial date with respect to the same discriminatory housing practice alleged in the complaint. However, under the substantially equivalent law, as under the Fair Housing Act, FHAP agencies are usually barred from issuing a charge of discrimination or continuing administrative proceedings if a judicial trial has begun.

In addition to the appropriate criteria set forth in subheadings I, II, and III above:

1. Quality Requirements: No additional criteria.
2. Required Documents: To receive reimbursement for an administrative closure due to the commencement of a judicial trial, the FHAP agency must produce: a document from the clerk of the court in the jurisdiction that hears the complaint demonstrating that a trial has begun; or letters from the complainant, the complainant's representative, or the respondent or that respondent's representative, that a judicial trial has begun; or certification that the FHAP agency verified the accuracy of the information with the clerk of the court; or an order by the court resolving the complaint; or a copy of closure letters sent to the parties indicating closure due to judicial trial commencement.

ATTACHMENT B: Standards for Timeliness

If no quality deductions are made in accordance with the Criteria for Processing, the GTM should recommend payment amounts in accordance with the following standards:

- ❖ Complaints, not systemic (pattern or practice), novel, or complex, that are settled or conciliated within (this category includes withdrawals with resolution):

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 100 or less	100% = \$2600
2. 101 to 150	90% = \$2340
3. 151 to 200	80% = \$2080
4. 201 to 250	70% = \$1820
5. Over 250	0% to 69% as approved by the GTR = \$0 - \$1794

- ❖ Complaints, not systemic (pattern or practice), novel, or complex, where a cause or no cause decision has been made within:

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 100 or less	100% = \$2600
2. 101 to 150	90% = \$2340
3. 151 to 200	80% = \$2080
4. 201 to 250	70% = \$1820
5. Over 250	0% to 69% as approved by the GTR = \$0 - \$1794

Cause cases that meet the requirements for a “charge” 100% plus \$1000 = \$3600.

- ❖ Complaints that are systemic (pattern or practice), novel, or complex, that are settled or conciliated within (this category includes withdrawals with resolution):

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 300 or less	100% = \$2600
2. 301 to 350	90% = \$2340
3. 351 to 400	80% = \$2080
4. Over 400	0% to 79% as approved by the GTR = \$0 - \$2054

- ❖ Complaints that are systemic (pattern or practice), novel, or complex, where a cause or no cause decision has been made within:

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 350 or less	100% = \$2600
2. Over 350	up to 100% = \$0 - \$2600 [The GTR may approve a percentage (up to 100%) based on the complexity of the case, investigative challenges (e.g., need to issue a subpoena), quality of investigation, and the degree of diligence in investigating the case.]

Cause cases that meet the requirements for a “charge” 100% plus \$1000 = \$3600.

❖ Complaints closed administratively as follows:

	<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>	
Unable to locate	100 or less	80%	= \$2080
	101 to 125	60%	= \$1560
	126 to 150	40%	= \$1040
	151 to 175	20%	= \$520
	Over 175	0% to 19% as approved by the GTR = \$0 - \$494	
Lack of jurisdiction	30 or less	80%	= \$2080
	31 to 45	60%	= \$1560
	46 to 60	40%	= \$1040
	Over 60	0% unless justified by GTR = \$0	
Failure to cooperate	60 or less	80%	= \$2080
	61 to 75	60%	= \$1560
	76 to 100	40%	= \$1040
	Over 100	0% to 39% as approved by the GTR = \$0 - \$1014	
Withdrawal without Settlement	75 or less	80%	= \$2080
	76 to 100	60%	= \$1560
	101 to 125	40%	= \$1040
	126 to 150	20%	= \$520
	Over 150	0% to 19% as approved by the GTR = \$0 - \$494	
Closed because trial has begun			0 - 100%, as approved by GTR = \$0 - \$2600

❖ Complaints that are reactivated

0 - 100%, as approved by GTR = **\$0 - \$2600**

Notwithstanding the frameworks above, the GTM may recommend and the GTR may approve 100% reimbursement on a complaint, regardless of the number of days, if the agency diligently and comprehensively investigated the complaint and/or if the complaint resulted in a FHAP agency conciliation agreement that included relief that is both significant and appropriate in light of the issues raised by the complainant.

Please note that complex cases may include those filed with any of the following issue codes: 350 group (discriminatory financing), 360 (discriminatory brokerage services), 400 (refusal to provide insurance), 410 (steering), 420 group (redlining), 470 group (design and construction), and 500 (failure to permit reasonable modification), but may also include other cases requiring extraordinary, and complicated investigations.

ATTACHMENT B: Standards for Timeliness

If no quality deductions are made in accordance with the Criteria for Processing, the GTM should recommend payment amounts in accordance with the following standards:

- ❖ Complaints, not systemic (pattern or practice), novel, or complex, that are settled or conciliated within (this category includes withdrawals with resolution):

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 100 or less	100% = \$2600
2. 101 to 150	90% = \$2340
3. 151 to 200	80% = \$2080
4. 201 to 250	70% = \$1820
5. Over 250	0% to 69% as approved by the GTR = \$0 - \$1794

- ❖ Complaints, not systemic (pattern or practice), novel, or complex, where a cause or no cause decision has been made within:

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 100 or less	100% = \$2600
2. 101 to 150	90% = \$2340
3. 151 to 200	80% = \$2080
4. 201 to 250	70% = \$1820
5. Over 250	0% to 69% as approved by the GTR = \$0 - \$1794

Cause cases that meet the requirements for a “charge” 100% plus \$1000 = \$3600.

- ❖ Complaints that are systemic (pattern or practice), novel, or complex, that are settled or conciliated within (this category includes withdrawals with resolution):

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 300 or less	100% = \$2600
2. 301 to 350	90% = \$2340
3. 351 to 400	80% = \$2080
4. Over 400	0% to 79% as approved by the GTR = \$0 - \$2054

- ❖ Complaints that are systemic (pattern or practice), novel, or complex, where a cause or no cause decision has been made within:

<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>
1. 350 or less	100% = \$2600
2. Over 350	up to 100% = \$0 - \$2600 [The GTR may approve a percentage (up to 100%) based on the complexity of the case, investigative challenges (e.g., need to issue a subpoena), quality of investigation, and the degree of diligence in investigating the case.]

Cause cases that meet the requirements for a “charge” 100% plus \$1000 = \$3600.

❖ Complaints closed administratively as follows:

	<u>No. of Days</u>	<u>Percent of Case Processing Amount</u>	
Unable to locate	100 or less	80%	= \$2080
	101 to 125	60%	= \$1560
	126 to 150	40%	= \$1040
	151 to 175	20%	= \$520
	Over 175	0% to 19% as approved by the GTR = \$0 - \$494	
Lack of jurisdiction	30 or less	80%	= \$2080
	31 to 45	60%	= \$1560
	46 to 60	40%	= \$1040
	Over 60	0% unless justified by GTR = \$0	
Failure to cooperate	60 or less	80%	= \$2080
	61 to 75	60%	= \$1560
	76 to 100	40%	= \$1040
	Over 100	0% to 39% as approved by the GTR = \$0 - \$1014	
Withdrawal without Settlement	75 or less	80%	= \$2080
	76 to 100	60%	= \$1560
	101 to 125	40%	= \$1040
	126 to 150	20%	= \$520
	Over 150	0% to 19% as approved by the GTR = \$0 - \$494	
Closed because trial has begun		0 - 100%, as approved by GTR = \$0 - \$2600	
❖ Complaints that are reactivated		0 - 100%, as approved by GTR = \$0 - \$2600	

Notwithstanding the frameworks above, the GTM may recommend and the GTR may approve 100% reimbursement on a complaint, regardless of the number of days, if the agency diligently and comprehensively investigated the complaint and/or if the complaint resulted in a FHAP agency conciliation agreement that included relief that is both significant and appropriate in light of the issues raised by the complainant.

Please note that complex cases may include those filed with any of the following issue codes: 350 group (discriminatory financing), 360 (discriminatory brokerage services), 400 (refusal to provide insurance), 410 (steering), 420 group (redlining), 470 group (design and construction), and 500 (failure to permit reasonable modification), but may also include other cases requiring extraordinary, and complicated investigations.

YES NO

— — Status reports provided to HUD (as necessary)

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced and completed in accordance with the above requirements including, but not limited to:

- — A signed/dated copy of the complaint
- — Request(s) for amendment(s) to the complaint
- — Notification letters sent to parties
- — Determination
- — Proof that FHAP agency sent determination letter to all parties
- — Final Investigative Report
- — Copy of the 100-day letters and evidence that they were sent (when appropriate)
- — Interview notes
- — Documentation of conciliation attempts
- — Independent evidence corroborating respondent's defense(s) (when necessary)

TEAPOTS Entries (up to 5% deduction)

- — FHAP date filed
- — FHAP case number
- — Complaint entered within five days of receipt
- — First Amendment notice
- — Investigator assigned
- — Summary of allegations
- — Names and addresses of all parties and legal representatives
- — Address and description of property involved
- — Identification of Low Income Housing Tax Credit
- — Entries that show that complaint was initiated within 30-days of filing
- — Relevant interview and document summaries
- — Respondent's defense(s)
- — Independent evidence corroborating respondent's defense(s) (when needed)
- — Conciliation attempts
- — Cause date
- — Date that 100-day letter was sent (when appropriate)
- — FHAP date closed and the closure type

FHAP CASE CLOSURE REVIEW FORM

CAUSE

FHAP Agency: _____

No. Days Aged at FHAP Closing: _____

Case Name: _____

HUD #: _____

FHAP #: _____

FHAP Close Date: _____

Date Closure Submitted to HUD: _____

Yes No

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- — Complaint timely filed
- — Signed complaint includes name and address of parties, property address/description, summary of allegations
- — Request for further information from complainant, within 5 days of filing (when needed)
- — HUD notified within 5 days of receiving complaint
- — First Amendment implications
 - — If yes, FHAP alerted HUD
- — Multi-jurisdictional complaint
 - — If yes, FHAP notified HUD
- — Notice of complaint sent to all parties
- — Notice to complainant contains: complaint number, processing procedures, agency contact, complainant's rights and obligations
- — Notice to respondent contains: allegations, complaint, agency contact, respondent's rights and obligations

Cause Closure – Quality Requirements (up to 100% deduction)

- — FHAP initiated investigation within 30 days
- — Respondent's defenses obtained and analyzed
- — Relevant records identified, reviewed and analyzed
- — All parties and relevant witnesses interviewed
- — Contradictions between allegations and respondent's defenses investigated
- — Comparative data obtained (when applicable)
- — Information independently corroborated (when necessary)
- — Conciliation attempted
- — 100-day letters sent (when applicable)
- — Final Investigative Report signed/dated by a supervisor
- — Determination signed/dated by authorized FHAP representative
- — Case closure package submitted within 30 days of FHAP closure (see Required Documents below)

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

_____ 100 or Less Days	100%	= \$2600
_____ 101 to 150 Days	90%	= \$2340
_____ 151 to 200 Days	80%	= \$2080
_____ 201 to 250 Days	70%	= \$1820
_____ Over 250 Days	0% to 69% as approved by the GTR = \$0 - \$1794	

Cause cases that meet requirements for a "charge": 100% plus \$1000 = \$3600.

Complex/systemic (framework from Standards for Timeliness)

_____ 350 or Less Days	100%	= \$2600
_____ Over 350 Days	up to 100%	= \$0-\$2600

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

Payment Amount:	\$ _____	(not to exceed \$3600 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

POST CAUSE REVIEW

ADMINISTRATIVE HEARING/CIVIL ACTION

- — Documentation provided indicating referral date to appropriate counsel for prosecution before an administrative body or civil court
- — Administrative hearing: provide final decision to HUD within 30 days of decision (GTR has discretion to deduct up to 50%)
- — Civil Action: provide final decision to HUD within 30 days of decision (GTR has discretion to deduct up to 50%)
- — Consent Decree/Settlement: Agreement provided within 30 days of decree/agreement (GTR has discretion to deduct up to 50%)
- — All necessary final status information entered in TEAPOTS including how complaint was resolved, forum in which complaint was resolved, and the type and amount of relief (GTR has discretion to deduct up to 50%).

If payment adjustment required, make notations below and enter in TEAPOTS.

Payment Amount:	\$ _____	(not to exceed \$3600 based on framework above)
Less Deductions:	\$ _____	
Total Payment:	\$ <input type="text"/>	

If reimbursement has already occurred, appropriate deductions may be made from current year total cooperative agreement amounts.

FHAP CASE CLOSURE REVIEW FORM

NO CAUSE

Closure Code (25)

FHAP Agency: _____ # Days Aged at FHAP Closing: _____

Case Name: _____ HUD #: _____

FHAP Close Date: _____ FHAP #: _____
Date Submitted to HUD: _____

Yes **No**

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- — Complaint timely filed
- — Signed complaint, includes name and address of all parties, property address/description, summary of allegations
- — Request for further information from complainant, within 5 days of filing (when needed)
- — HUD notified within 5 days of receiving complaint
- — First Amendment implications
- — If yes, FHAP alerted HUD
- — Multi-jurisdictional complaint
- — If yes, FHAP notified HUD
- — FHAP agency served notice of the complaint to all parties
- — Notice to complainant contains: complaint number, processing procedures, name and telephone number of agency contact, complainant's rights and obligations
- — Notice to respondent contains: allegations, complaint, name and telephone number of agency contact, respondent's rights and obligations

No Cause Closure – Quality Requirements (up to 100% deduction)

- — FHAP initiated investigation within 30 days
- — Respondent's defenses obtained and analyzed
- — Relevant records identified, reviewed and analyzed
- — All parties and relevant witnesses interviewed
- — Contradictions between allegations and respondent's defenses investigated
- — Comparative data obtained (when applicable)
- — Information independently corroborated (when necessary)
- — Conciliation attempted
- — 100-day letters sent (when applicable)
- — Final Investigative Report signed/dated by a supervisor
- — Determination signed/dated by authorized FHAP representative

YES NO

- Case closure package submitted within 30 days of FHAP closure (see Required Documents below)
 Status reports provided to HUD (as necessary)

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced and completed in accordance with the above requirements including, but not limited to:

- A signed/dated copy of the complaint
 Request(s) for amendment(s) to the complaint
 Notification letters sent to parties.
 Determination
 Proof that FHAP agency sent determination letter to all parties
 Final Investigative Report
 Copy of the 100-day letters and evidence that they were sent (when appropriate)
 Interview notes
 Documentation of conciliation attempts
 Independent evidence corroborating respondent's defense(s) (when necessary)

TEAPOTS Entries (up to 5% deduction)

- FHAP date filed
 FHAP case number
 Complaint entered within five days of receipt
 First Amendment notice
 Investigator assigned
 Summary of allegations
 Names and addresses of all parties and legal representatives
 Address and description of property involved
 Identification of Low Income Housing Tax Credit
 Entries that show that complaint was initiated within 30-days of filing
 Relevant interview and document summaries
 Respondent's defense(s)
 Independent evidence corroborating respondent's defense(s) (when needed)
 Conciliation attempts
 Date that 100-day letter was sent (when appropriate)
 FHAP date closed and the closure type

NO CAUSE

HUD #: _____

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

_____ 100 or Less Days	100%	= \$2600
_____ 101 to 150 Days	90%	= \$2340
_____ 151 to 200 Days	80%	= \$2080
_____ 201 to 250 Days	70%	= \$1820
_____ Over 250 Days	0% to 69% as approved by the GTR = \$0 - \$1794	

Complex/systemic (framework from Standards for Timeliness)

_____ 350 or Less Days	100%	= \$2600
_____ Over 350 Days	up to 100%	= \$0-\$2600

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the complaint.*

Explain GTR discretion: _____

Payment Amount:	\$ _____	(up to \$2600 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

FHAP COMPLAINT CLOSURE REVIEW FORM

CONCILIATION

Closure Code (18)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____
Complaint Name: _____
HUD File#: _____ FHAP File #: _____
FHAP Close Date: _____ Date Closure Submitted to HUD: _____

Yes **No**

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- — Complaint timely filed
- — Complaint signed by the complainant, includes name and address of all parties, property address/description, summary of allegations
- — Written request for further information from complainant, within 5 days of filing (when needed)
- — FHAP agency notified HUD within 5 days of receiving complaint
- — First Amendment implications
- — If yes, FHAP alerted HUD
- — Multi-jurisdictional complaint
- — If yes, FHAP notified HUD
- — FHAP agency served notice of the complaint to all parties
- — Notice to complainant contains: complaint number, processing procedures, name and telephone number of agency contact, complainant's rights and obligations
- — Notice to respondent contains: allegations, complaint, name and telephone number of agency contact, respondent's rights and obligations

Investigation – Quality Requirements (up to 100% deduction)

- — FHAP initiated investigation within 30 days
- — Respondent's defenses obtained and analyzed
- — Relevant records identified, reviewed and analyzed
- — All parties and relevant witnesses interviewed
- — Contradictions between allegations and respondent's defenses investigated
- — Comparative data obtained (when applicable)
- — Information independently corroborated (when necessary)
- — 100-day letters sent (when applicable)
- — Final Investigative Report signed/dated by a supervisor
- — Case closure package submitted within 30 days of FHAP closure (see Required Documents below)
- — Status reports provided to HUD (as necessary)

WITHDRAWAL WITHOUT RESOLUTION

HUD #: _____

YES **NO**

— — Status reports provided to HUD (as necessary)

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced prior to the withdrawal request, in accordance with the above requirements including, but not limited to:

— — A signed/dated copy of the complaint

— — Request(s) for amendment(s)

— — Copies of notification letters and evidence that they were sent

— — Copies of 100-day letters (when appropriate) and evidence that they were sent

— — Interview notes

— — Documentation of conciliation attempts

— — Independent evidence corroborating respondent's defense(s) (when necessary)

— — Copy of signed and dated withdrawal request

— — Copy of document notifying parties that the investigation terminates upon withdrawal, and that complainant may re-file complaint if the re-filing is received within the time limit for filing a complaint

— — Closure letters to all parties indicating reason for closure

TEAPOTS Entries (up to 5% deduction)

— — FHAP date filed

— — FHAP case number

— — Complaint entered within five days of receipt

— — First Amendment notice

— — Investigator assigned

— — Summary of allegations

— — Names and addresses of all parties and legal representatives

— — Address and description of property involved

— — Identification of Low Income Housing Tax Credit

— — Entries that show that complaint was initiated within 30-days of filing

— — Respondent's defense(s)

— — Independent evidence corroborating respondent's defense(s) (when needed)

— — Conciliation attempts

— — Date that 100-day letter was sent (when appropriate)

— — FHAP date closed and the closure type

— — Interview & document summaries

WITHDRAWAL WITHOUT RESOLUTION

HUD#: _____

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

___ 75 or Less Days	80%	= \$2080
___ 76 to 100 Days	60%	= \$1560
___ 101 to 125 Days	40%	= \$1040
___ 126 to 150 Days	20%	= \$ 520
___ Over 150 Days	0% to 69% as approved by the GTR = 0% - \$494	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount if: *The agency diligently, thoroughly and comprehensively investigated the case*

Explain GTR discretion: _____

Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

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**Microsoft Word – Case Closure Form Unable to
04/03/12 01:39 AM**

FHAP CASE CLOSURE REVIEW FORM
INABILITY TO LOCATE COMPLAINANT
Closure Code (03)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____
 Case Name: _____

HUD #: _____ FHAP #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

QUALITY REQUIREMENTS (up to 100% deduction)

Yes **No**

- — Certified mail attempt returned "unclaimed"
- — At least four phone calls made to complainant's residence, cell phone number, and place of employment, two during normal business hours to work number and two during non-business hours residence/cell
- — At least two attempts to email complainant (if email address is known)
- — Attempt to contact persons identified by complainant to inquire about complainant's whereabouts
- — Documented evidence that other attempts were made to contact complainant (e.g. telephone directory, Internet searches, postal service, 411 information, utility company, witnesses previously identified by complainant, or individuals at complainant's place of employment).
- — Certified letter mailed to last known address advising of closure within 10 days

REQUIRED DOCUMENTS (up to 5% deduction)

- — Signed and dated complaint
- — Documentation that the above progressive steps were taken to locate complainant
- — Evidence that certified mail attempts returned "unclaimed"
- — Closure letter to parties indicating inability to locate complainant

TEAPOTS ENTRIES (up to 5% deduction)

- — Interview summaries supporting all attempts to contact complainant
- — Document summaries supporting all attempts to contact complainant

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

— 100 or less Days	80%	= \$2080
— 101 – 125 Days	60%	= \$1560
— 126 – 150 Days	40%	= \$ 1040
— 151 – 175 Days	20%	= \$ 520
— Over 175 Days	0% to 19% as approved by the GTR = \$0 - \$494	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

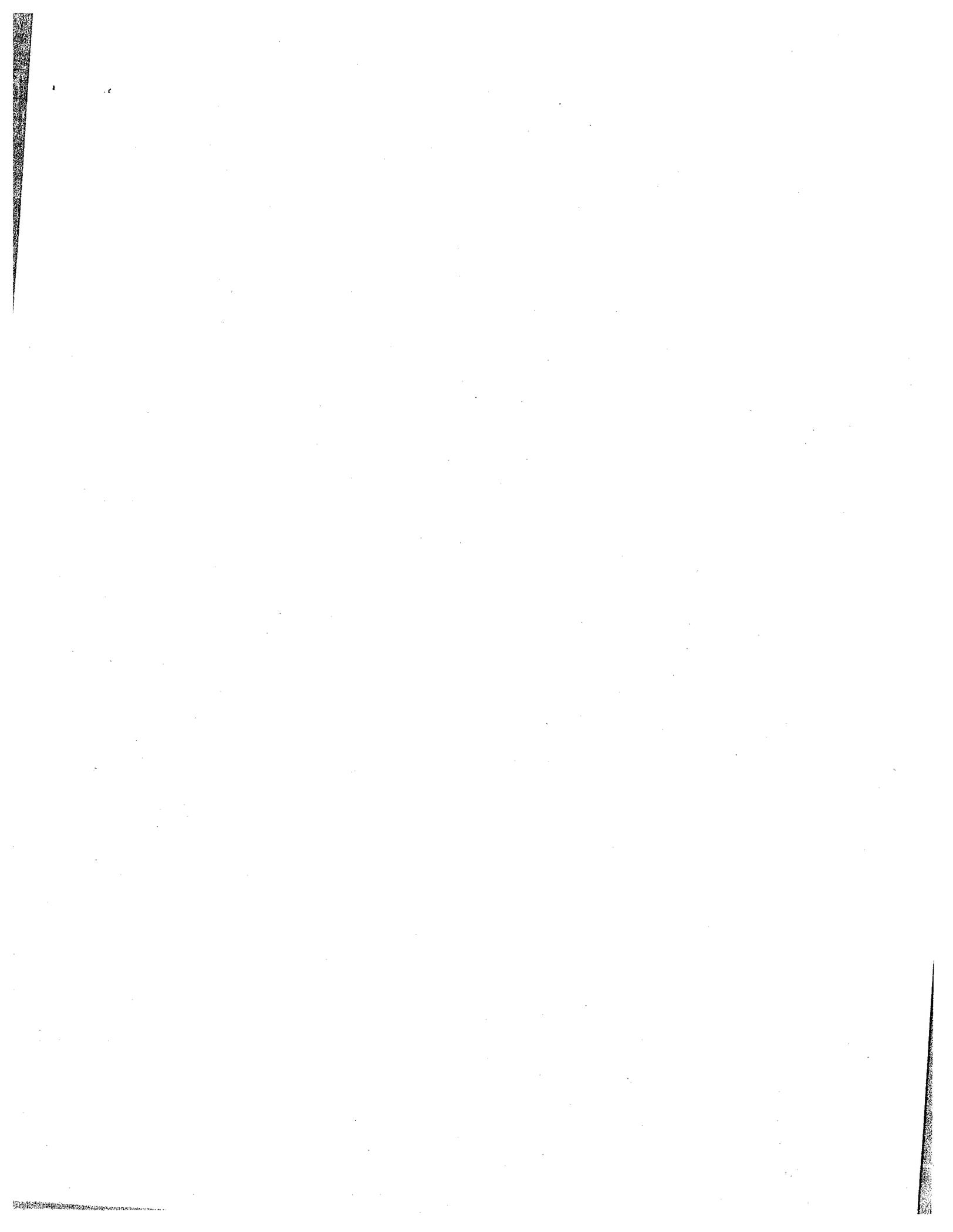
Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ 	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____



FHAP CASE CLOSURE REVIEW FORM
INABILITY TO LOCATE RESPONDENT
Closure Code (03)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____
 Case Name: _____

HUD File#: _____ FHAP File #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

QUALITY REQUIREMENTS (up to 100% deduction)

- | <u>Yes</u> | <u>No</u> | |
|------------|-----------|---|
| — | — | Documented evidence that other attempts were made to locate the respondent (eg. Internet searches, cell phone numbers, cross-reference directories, or property tax records (Identify owner or prior residents, in an effort to identify, locate & serve) |
| — | — | Attempt made to subpoena a source that potentially knew the identity or location of the respondent (as appropriate) |
| — | — | On-site visit attempted to help locate the respondent (as appropriate) |
| — | — | If the above noted efforts were unsuccessful, letter sent to the complainant giving him/her 10 days to provide information identifying the respondent |
| — | — | If there are multiple respondents, the above noted efforts were made to identify/locate <u>each</u> respondent |

NOTE: If only *one or some* of the respondents were not located, the case should not be administratively closed, instead it can be amended to remove those respondents.

REQUIRED DOCUMENTS (up to 5% deduction)

- | | | |
|---|---|---|
| — | — | Signed and dated complaint |
| — | — | Evidence that the above progressive steps were taken to locate the respondent(s) |
| — | — | Evidence that certified mail attempts returned "unclaimed" |
| — | — | Closure letter to complainant(s) indicating inability to locate the respondent(s) |

TEAPOTS ENTRIES (up to 5% deduction)

- | | | |
|---|---|--|
| — | — | Document summaries supporting all attempts to contact Respondent(s) |
| — | — | Interview summaries supporting all attempts to contact Respondent(s) |

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

___ 100 or less Days	80%	= \$2080
___ 101 - 125 Days	60%	= \$1560
___ 126 - 150 Days	40%	= \$1040
___ 151 - 175 Days	20%	= \$ 520
___ Over 175 Days	0% to 19% as approved by the GTR = \$0 - \$494	

GTR discretion

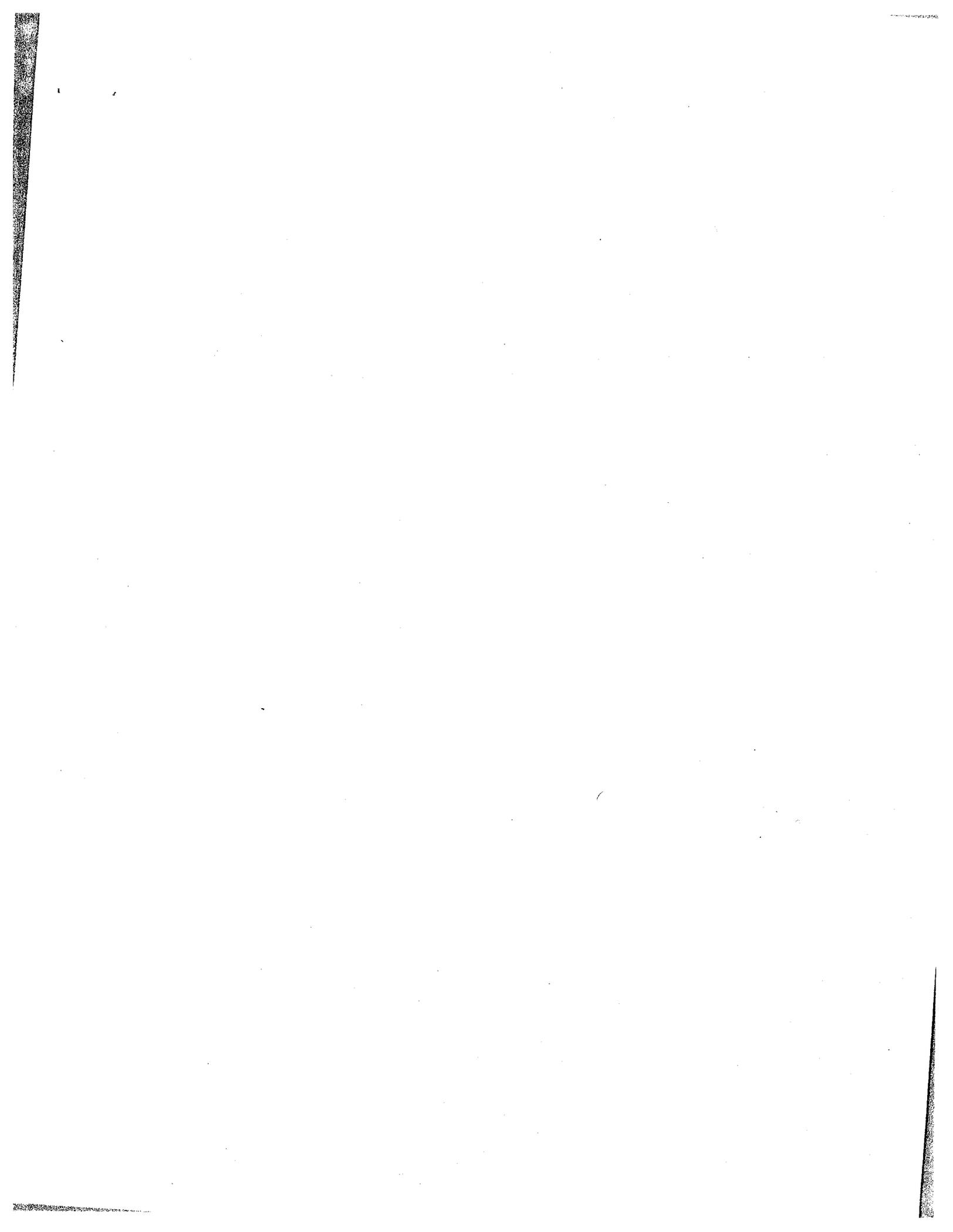
Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion:

Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOT entries deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____
 GTR Reviewer: _____

Review Date: _____
 Approve Date: _____



FHAP CASE CLOSURE REVIEW FORM
FAILURE TO COOPERATE

Closure Code (04)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____
Case Name: _____
HUD #: _____ FHAP #: _____
FHAP Close Date: _____ Date Closure Submitted to HUD: _____

Yes **No**

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- — Complaint timely filed
- — Complaint signed by the complainant, includes name and address of all parties, property address/description, summary of allegations
- — Request for further information from complainant, within 5 days of filing (when needed)
- — HUD notified within 5 days of receiving complaint
- — First Amendment implications
- — If yes, FHAP alerted HUD
- — Multi-jurisdictional complaint
- — If yes, FHAP notified HUD
- — Notice of the complaint sent to all parties
- — Notice to complainant contains: complaint number, processing procedures, agency contact, complainant's rights and obligations
- — Notice to respondent contains: allegations, complaint, agency contact, respondent's rights and obligations
- — Repeated phone and mail attempts to contact the complainant
- — Certified letter mailed giving the complainant at least 10 days to respond
- — Evidence that letters were claimed/received by the complainant or someone at the complainant's address

Required Documents (up to 5% deduction)

- — Signed and dated complaint
- — Evidence that the above progressive steps were taken to obtain complainant's cooperation
- — Copy of certified letter giving complainant at least 10 days to respond
- — Closure letters sent to the parties indicating closure type

TEAPOTS Entries (up to 5% deduction)

- — FHAP date filed
- — FHAP case number

FAILURE TO COOPERATE

HUD #: _____

<u>YES</u>	<u>NO</u>	
—	—	Complaint entered within five days of receipt
—	—	First Amendment notice
—	—	Investigator assigned
—	—	Summary of allegations
—	—	Names and addresses of all parties and legal representatives
—	—	Address and description of property involved
—	—	Identification of Low Income Housing Tax Credit
—	—	Entries that show that complaint was initiated within 30-days of filing (where appropriate)
—	—	Respondent's defense(s)
—	—	Independent evidence corroborating respondent's defense(s) (when needed)
—	—	Conciliation attempts
—	—	Date that 100-day letter was sent (when appropriate)
—	—	FHAP date closed and the closure type
—	—	Interviews summaries supporting all attempts to contact complainant
—	—	Document summaries supporting all attempts to contact complainant

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

— 60 or Less Days	80%	= \$2080
— 61 – 75 Days	60%	= \$1560
— 76 – 100 Days	40%	= \$1040
— Over 100 Days	0% to 39% as approved by the GTR = \$0 - \$1014	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

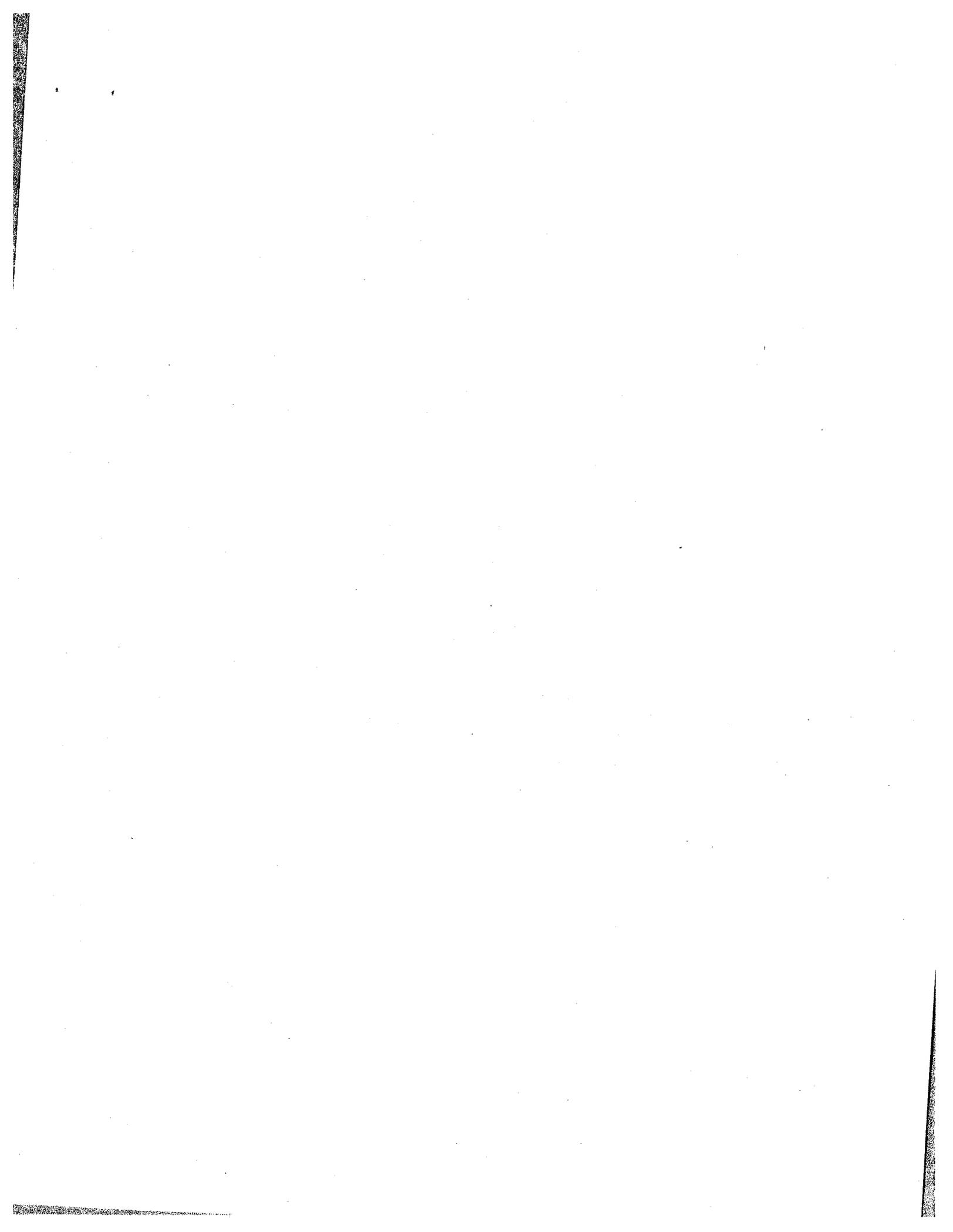
Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input style="width: 100px;" type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____



FHAP CASE CLOSURE REVIEW FORM
LACK OF JURISDICTION (LOJ)

Closure Code (02)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____

Case Name: _____

HUD #: _____ FHAP #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

QUALITY REQUIREMENTS (up to 100% deduction)

Yes **No**

— — LOJ with HUD and FHAP

REQUIRED DOCUMENTS (up to 5% deduction)

— — Explanation for why the complaint is being closed for HUD LOJ, i.e., Subject matter or basis not covered under FHAP's law, complaint is time barred, lacks standing

— — Explanation for why LOJ was not determined during FHAP Intake (when appropriate)

— — Copy of closure letters sent to parties indicating closure for LOJ, which includes FHAP and HUD complaint numbers, and signed by authorized FHAP official

TEAPOTS ENTRIES (up to 5% deduction)

— — FHAP date filed

— — FHAP case number

— — Complaint entered within five days of receipt

— — First Amendment notice

— — Investigator assigned

— — Summary of allegations

— — Names and addresses of all parties and legal representatives

— — Address and description of property involved

— — Identification of Low Income Housing Tax Credit

— — Entries that show that investigation was initiated within 30-days of filing

— — Conciliation attempts

— — FHAP date closed and the closure type

— — Interview summaries related to the determination of LOJ

— — Document summaries related to the determination of LOJ

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

___	30 or Less Days	80%	= \$2080
___	31 to 45 Days	60%	= \$1560
___	46 to 60 Days	40%	= \$1040
___	Over 60 Days	0% unless justified by GTR = 0	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

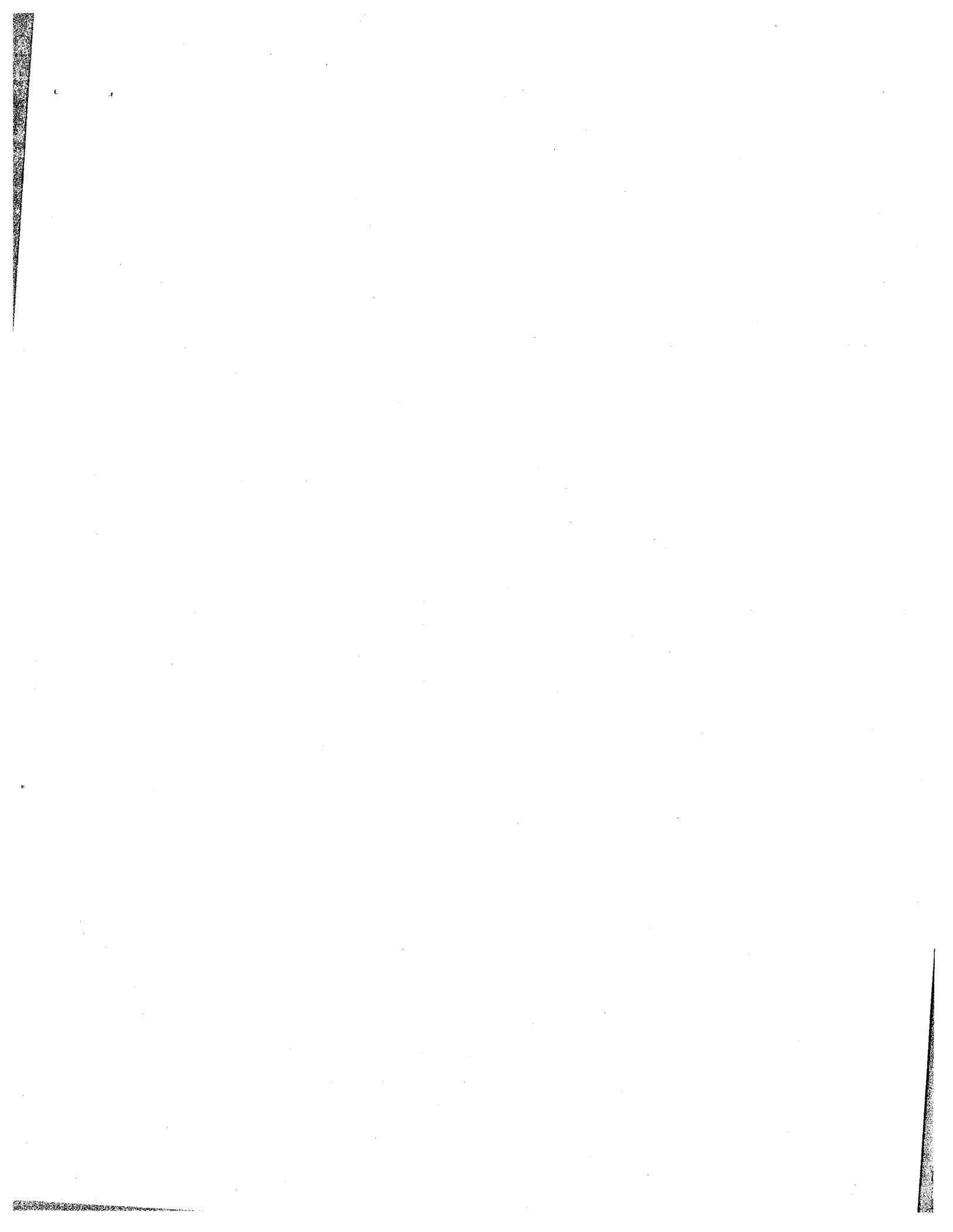
Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____



FHAP CASE CLOSURE REVIEW FORM
LACK OF JURISDICTION (LOJ)

Closure Code (02)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____

Case Name: _____

HUD #: _____ FHAP #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

QUALITY REQUIREMENTS (up to 100% deduction)

Yes **No**

— — LOJ with HUD and FHAP

REQUIRED DOCUMENTS (up to 5% deduction)

— — Explanation for why the complaint is being closed for HUD LOJ, i.e., Subject matter or basis not covered under FHAP's law, complaint is time barred, lacks standing.

— — Explanation for why LOJ was not determined during FHAP Intake (when appropriate)

— — Copy of closure letters sent to parties indicating closure for LOJ, which includes FHAP and HUD complaint numbers, and signed by authorized FHAP official

TEAPOTS ENTRIES (up to 5% deduction)

— — FHAP date filed

— — FHAP case number

— — Complaint entered within five days of receipt

— — First Amendment notice

— — Investigator assigned

— — Summary of allegations

— — Names and addresses of all parties and legal representatives

— — Address and description of property involved

— — Identification of Low Income Housing Tax Credit

— — Entries that show that investigation was initiated within 30-days of filing

— — Conciliation attempts

— — FHAP date closed and the closure type

— — Interview summaries related to the determination of LOJ

— — Document summaries related to the determination of LOJ

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

___	30 or Less Days	80%	= \$2080
___	31 to 45 Days	60%	= \$1560
___	46 to 60 Days	40%	= \$1040
___	Over 60 Days	0% unless justified by GTR = 0	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

FHAP CASE CLOSURE REVIEW FORM
LACK OF JURISDICTION (LOJ)

Closure Code (02)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____

Case Name: _____

HUD #: _____ FHAP #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

QUALITY REQUIREMENTS (up to 100% deduction)

Yes **No**

___ ___ LOJ with HUD and FHAP

REQUIRED DOCUMENTS (up to 5% deduction)

___ ___ Explanation for why the complaint is being closed for HUD LOJ, i.e., Subject matter or basis not covered under FHAP's law, complaint is time barred, lacks standing

___ ___ Explanation for why LOJ was not determined during FHAP Intake (when appropriate)

___ ___ Copy of closure letters sent to parties indicating closure for LOJ, which includes FHAP and HUD complaint numbers, and signed by authorized FHAP official

TEAPOTS ENTRIES (up to 5% deduction)

___ ___ FHAP date filed

___ ___ FHAP case number

___ ___ Complaint entered within five days of receipt

___ ___ First Amendment notice

___ ___ Investigator assigned

___ ___ Summary of allegations

___ ___ Names and addresses of all parties and legal representatives

___ ___ Address and description of property involved

___ ___ Identification of Low Income Housing Tax Credit

___ ___ Entries that show that investigation was initiated within 30-days of filing

___ ___ Conciliation attempts

___ ___ FHAP date closed and the closure type

___ ___ Interview summaries related to the determination of LOJ

___ ___ Document summaries related to the determination of LOJ

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

___	30 or Less Days	80%	= \$2080
___	31 to 45 Days	60%	= \$1560
___	46 to 60 Days	40%	= \$1040
___	Over 60 Days	0% unless justified by GTR	= 0

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

Payment Amount:	\$ _____	(up to \$2080 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

FHAP CASE CLOSURE REVIEW FORM
TRIAL COMMENCED

Closure code (10)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____

Case Name: _____

HUD #: _____ FHAP #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

Yes No

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- ___ ___ Complaint timely filed
- ___ ___ Complaint signed by the complainant, includes name and address of all parties, property address/description, summary of allegations
- ___ ___ Request for further information from complainant, within 5 days of filing (when needed)
- ___ ___ HUD notified within 5 days of receiving complaint
- ___ ___ First Amendment implications
- ___ ___ If yes, FHAP alerted HUD
- ___ ___ Multi-jurisdictional complaint
- ___ ___ If yes, FHAP notified HUD
- ___ ___ Notice of the complaint sent to all parties
- ___ ___ Notice to complainant contains: complaint number, processing procedures, agency contact, complainant's rights and obligations
- ___ ___ Notice to respondent contains: allegations, complaint, agency contact, respondent's rights and obligations

Quality Requirements (up to 100% deduction)

- ___ ___ FHAP initiated investigation within 30 days
- ___ ___ Respondent's defenses obtained and analyzed
- ___ ___ Relevant records identified, reviewed and analyzed
- ___ ___ All parties and relevant witnesses interviewed
- ___ ___ Contradictions between allegations and respondent's defenses investigated
- ___ ___ Comparative data obtained (when applicable)
- ___ ___ Information independently corroborated (when necessary)
- ___ ___ Conciliation attempted
- ___ ___ 100-day letters sent (when applicable)
- ___ ___ Final Investigative Report signed/dated by a supervisor
- ___ ___ Determination signed/dated by authorized FHAP representative
- ___ ___ Case closure package submitted within 30 days of FHAP closure (see Required Documents below)
- ___ ___ Status reports provided to HUD (as necessary)

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced and completed in accordance with the above requirements including, but not limited to:

- ___ ___ A signed/dated copy of the complaint
- ___ ___ Request(s) for amendment(s) to the complaint
- ___ ___ Notification letters sent to parties
- ___ ___ Determination
- ___ ___ Proof that determination sent to all parties
- ___ ___ Final Investigative Report
- ___ ___ Copy of the 100-day letters and evidence that they were sent (when appropriate)
- ___ ___ Interview notes
- ___ ___ Documentation of conciliation attempts
- ___ ___ Independent evidence corroborating respondent's defense(s) (when necessary)
- ___ ___ Written confirmation from the clerk of court that trial has begun; **or** letters from the complainant, respondent(s), or legal representative(s) that trial has begun and verification from the FHAP agency, **or** an order by the court resolving complaint
- ___ ___ Closure letters to all parties indicating reason for closure

TEAPOTS Entries (up to 5% deduction)

Chronology of agency actions prior to trial commencement, including:

- ___ ___ FHAP date filed
- ___ ___ FHAP case number
- ___ ___ Complaint entered within five days of receipt
- ___ ___ First Amendment notice
- ___ ___ Investigator assigned
- ___ ___ Summary of allegations
- ___ ___ Names and addresses of all parties and legal representatives
- ___ ___ Address and description of property involved
- ___ ___ Identification of Low Income Housing Tax Credit
- ___ ___ Entries that show that investigation was initiated within 30-days of filing
- ___ ___ Relevant interview and document summaries
- ___ ___ Respondent's defense(s)
- ___ ___ Independent evidence corroborating respondent's defense(s) (when needed)
- ___ ___ Conciliation attempts
- ___ ___ Date that 100-day letter was sent (when appropriate)
- ___ ___ FHAP date closed and the closure type
- ___ ___ Date trial commenced

PAYMENT DETERMINATION

0% to 100% as approved by the GTR = \$0 - \$2600, depending on extent of FHAP investigation prior to trial commencement.

Payment Amount:	\$ _____	(up to \$2600 based on framework above)
Less Deductions:	\$ _____	(based on required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

FHAP CASE CLOSURE REVIEW FORM
WITHDRAWAL WITH RESOLUTION

Closure Code (18)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____
Case Name: _____
HUD #: _____ FHAP #: _____
FHAP Close Date: _____ Date Closure Submitted to HUD: _____

Yes **No**

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- ___ ___ Complaint timely filed
- ___ ___ Complaint signed by the complainant, includes name and address of all parties, property address/description, summary of allegations
- ___ ___ Request for further information from complainant, within 5 days of filing (when needed)
- ___ ___ HUD notified within 5 days of receiving complaint
- ___ ___ First Amendment implications
- ___ ___ If yes, FHAP alerted HUD
- ___ ___ Multi-jurisdictional complaint
- ___ ___ If yes, FHAP notified HUD
- ___ ___ All parties notified of complaint
- ___ ___ Notice to complainant contains: complaint number, processing procedures, agency contact, rights and obligations
- ___ ___ Notice to respondent contains: allegations, complaint, agency contact, rights and obligations

Investigation Quality Requirements (up to 100% deduction)

- ___ ___ FHAP initiated investigation within 30 days
- ___ ___ Respondent's defenses obtained and analyzed
- ___ ___ Relevant records identified, reviewed and analyzed
- ___ ___ All parties and relevant witnesses interviewed
- ___ ___ Contradictions between allegations and respondent's defenses investigated
- ___ ___ Comparative data obtained (when applicable)
- ___ ___ Information independently corroborated (when necessary)
- ___ ___ Conciliation attempted
- ___ ___ No encouragement/facilitation of resolution in lieu of conciliation
- ___ ___ 100-day letters sent (when applicable)
- ___ ___ Written withdrawal request signed and dated by complainant (or authorized representative)

FHAP CASE CLOSURE REVIEW FORM
WITHDRAWAL WITHOUT RESOLUTION

Closure Code (06)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____

Case Name: _____

HUD #: _____ FHAP #: _____

FHAP Close Date: _____ Date Closure Submitted to HUD: _____

Yes **No**

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- | | | |
|---|---|---|
| — | — | Complaint timely filed |
| — | — | Complaint signed by the complainant, includes name and address of all parties, property address/description, summary of allegations |
| — | — | Request for further information from complainant, within 5 days of filing (when needed) |
| — | — | HUD notified within 5 days of receiving complaint |
| — | — | First Amendment implications |
| — | — | If yes, FHAP alerted HUD |
| — | — | Multi-jurisdictional complaint |
| — | — | If yes, FHAP notified HUD |
| — | — | All parties notified of complaint |
| — | — | Notice to complainant contains: complaint number, processing procedures, agency contact, rights and obligations |
| — | — | Notice to respondent contains: allegations, complaint, agency contact, rights and obligations |

Investigation Quality Requirements (up to 100% deduction)

- | | | |
|---|---|--|
| — | — | FHAP initiated investigation within 30 days |
| — | — | Respondent's defenses obtained and analyzed |
| — | — | Relevant records identified, reviewed and analyzed |
| — | — | All parties and relevant witnesses interviewed |
| — | — | Contradictions between allegations and respondent's defenses investigated |
| — | — | Comparative data obtained (when applicable) |
| — | — | Information independently corroborated (when necessary) |
| — | — | Conciliation attempted |
| — | — | 100-day letters sent (when applicable) |
| — | — | Withdrawal request signed and dated by complainant (or authorized representative) and FHAP official |
| — | — | Reason(s) for withdrawal identified |
| — | — | Statement that withdrawal was not obtained by coercion or threat of retaliation <i>from any person</i> |
| — | — | Case closure package submitted within 30 days of FHAP closure (see Required Documents below) |

WITHDRAWAL WITH RESOLUTION

HUD #: _____

- ___ Conciliation attempts
- ___ Date that 100-day letter was sent (when appropriate)
- ___ FHAP date closed and the closure type
- ___ Interview & document summaries

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

___ 100 or Less Days	100%	= \$2600
___ 101 to 150 Days	90%	= \$2340
___ 151 to 200 Days	80%	= \$2080
___ 201 to 250 Days	70%	= \$1820
___ Over 250 Days	0% to 69% as approved by the GTR = \$0 - \$1794	

Complex/systemic (framework from Standards for Timeliness)

___ 300 or Less Days	100%	= \$2600
___ 301 to 350 Days	90%	= \$2340
___ 351 to 400 Days	80%	= \$2080
___ Over 400 Days	0% to 79% as approved by the GTR = \$0 - \$2054	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the case.*

Explain GTR discretion: _____

Payment Amount:	\$ _____	(up to \$2600 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input style="width: 100px;" type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

YES NO

- Withdrawal request signed by FHAP official
- Resolution clearly described
- Statement that withdrawal was not obtained by coercion or threat of retaliation *from any person*
- Case closure package submitted within 30 days of FHAP closure (see Required Documents below)
- Status reports provided to HUD (as necessary)

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced prior to the withdrawal request, in accordance with the above requirements including, but not limited to:

- A signed/dated copy of the complaint
- Request(s) for amendment(s)
- Copies of notification letters and evidence that they were sent
- Copies of 100-day letters (when appropriate) and evidence that they were sent
- Interview notes
- Documentation of conciliation attempts
- Independent evidence corroborating respondent's defense(s) (when necessary)
- Copy of signed and dated withdrawal request
- Copy of document notifying parties that the investigation terminates upon withdrawal, and that complainant may re-file complaint if the re-filing is received within the time limit for filing a complaint
- Closure letters to all parties indicating reason for closure

TEAPOTS Entries (up to 5% deduction)

- FHAP date filed
- FHAP case number
- Complaint entered within five days of receipt
- First Amendment notice
- Investigator assigned
- Summary of allegations
- Names and addresses of all parties and legal representatives
- Address and description of property involved
- Identification of Low Income Housing Tax Credit
- Entries that show that investigation was initiated within 30-days of filing
- Respondent's defense(s)
- Independent evidence corroborating respondent's defense(s) (when needed)

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YES or NO

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced in accordance with the above requirements to the point of conciliation, including, but not limited to:

- ___ ___ A signed/dated copy of the complaint
- ___ ___ Request(s) for amendment(s) to the complaint
- ___ ___ Notification letters sent to parties
- ___ ___ Determination
- ___ ___ Proof that determination sent to all parties
- ___ ___ Final Investigative Report
- ___ ___ Copies of 100-day letters and evidence that they were sent (when appropriate)
- ___ ___ Interview notes
- ___ ___ Conciliation attempts
- ___ ___ Independent evidence corroborating respondent's defense(s) (when necessary)
- ___ ___ Copy of closure letters sent to all parties indicating closure type
- ___ ___ Conciliation agreement, signed and dated by all parties, that includes:
 - ___ ___ FHAP and HUD complaint numbers
 - ___ ___ Names of the parties
 - ___ ___ Address and description of the subject property
 - ___ ___ Effective date *and* term in which agreement will remain in effect
 - ___ ___ Relief that remedies the discrimination alleged
 - ___ ___ Relief that adequately vindicates the public interest, and prohibits recurring and future discriminatory housing practices by the respondent (as appropriate)
 - ___ ___ Statement that agreement constitutes closure of the complaint at HUD and the FHAP
 - ___ ___ Monitoring provisions
 - ___ ___ Statement that agreement shall be made public unless the complainant and respondent otherwise agree, and the authorized representative of the agency determines that disclosure is not required to further the purposes of the FHAP agency, e.g., sexual harassment allegations (parties may find embarrassing) or battered woman (may be concerned for her safety if the agreement is publicized)

TEAPOTS Entries (up to 5% deduction)

- ___ ___ FHAP date filed
- ___ ___ FHAP case number
- ___ ___ Complaint entered within five days of receipt
- ___ ___ First Amendment notice
- ___ ___ Investigator assigned
- ___ ___ Summary of allegations
- ___ ___ Names and addresses of all parties and legal representatives

CONCILIATION

HUD #: _____

YES **NO**

- | | | |
|---|---|--|
| — | — | Address and description of property involved |
| — | — | Identification of Low Income Housing Tax Credit |
| — | — | Entries that show that complaint was initiated within 30-days of filing |
| — | — | Relevant interview & document summaries |
| — | — | Respondent's defense(s) |
| — | — | Independent evidence corroborating respondent's defense(s) (when needed) |
| — | — | Conciliation attempts |
| — | — | Date that 100-day letter was sent (when appropriate) |
| — | — | FHAP date closed and the closure type |
| — | — | Summaries of the conciliation attempts made and final conciliation |
| — | — | Documents related to conciliation attempts and final conciliation |
| — | — | Provisions that will allow FHAP to monitor compliance with the agreement |

NOTE: FHAP may not execute agreement that resolves matters regarding other authorities (e.g., Section 504, Title VI) without HUD's consent.

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

_____ 100 or Less Days	100%	= \$2600
_____ 101 to 150 Days	90%	= \$2340
_____ 151 to 200 Days	80%	= \$2080
_____ 201 to 250 Days	70%	= \$1820
_____ Over 250 Days	0% to 69% as approved by the GTR = \$0 - \$1794	

Complex/systemic (framework from Standards for Timeliness)

_____ 300 or Less Days	100%	= \$2600
_____ 301 to 350 Days	90%	= \$2340
_____ 351 to 400 Days	80%	= \$2080
_____ Over 400 Days	0% to 79% as approved by the GTR = \$0 - \$2054	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the complaint and/or if the complaint resulted in a FHAP agency conciliation that included relief that is both significant and appropriate in light of issues raised in the complaint.*

Explain GTR discretion:

Payment Amount:	\$ _____	(up to \$2600 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____

FHAP COMPLAINT CLOSURE REVIEW FORM

CONCILIATION

Closure Code (18)

FHAP Agency: _____ No. Days Aged at FHAP Closing: _____
Complaint Name: _____
HUD File#: _____ FHAP File #: _____
FHAP Close Date: _____ Date Closure Submitted to HUD: _____

Yes **No**

Complaint Filing and Notification – Quality Requirements (up to 50% deduction)

- ___ ___ Complaint timely filed
- ___ ___ Complaint signed by the complainant, includes name and address of all parties, property address/description, summary of allegations
- ___ ___ Written request for further information from complainant, within 5 days of filing (when needed)
- ___ ___ FHAP agency notified HUD within 5 days of receiving complaint
- ___ ___ First Amendment implications
 - ___ ___ If yes, FHAP alerted HUD
- ___ ___ Multi-jurisdictional complaint
 - ___ ___ If yes, FHAP notified HUD
- ___ ___ FHAP agency served notice of the complaint to all parties
- ___ ___ Notice to complainant contains: complaint number, processing procedures, name and telephone number of agency contact, complainant’s rights and obligations
- ___ ___ Notice to respondent contains: allegations, complaint, name and telephone number of agency contact, respondent’s rights and obligations

Investigation – Quality Requirements (up to 100% deduction)

- ___ ___ FHAP initiated investigation within 30 days
- ___ ___ Respondent’s defenses obtained and analyzed
- ___ ___ Relevant records identified, reviewed and analyzed
- ___ ___ All parties and relevant witnesses interviewed
- ___ ___ Contradictions between allegations and respondent’s defenses investigated
- ___ ___ Comparative data obtained (when applicable)
- ___ ___ Information independently corroborated (when necessary)
- ___ ___ 100-day letters sent (when applicable)
- ___ ___ Final Investigative Report signed/dated by a supervisor
- ___ ___ Case closure package submitted within 30 days of FHAP closure (see Required Documents below)
- ___ ___ Status reports provided to HUD (as necessary)

YES NO

Required Documents (up to 5% deduction)

All evidence indicating that a comprehensive investigation was commenced in accordance with the above requirements to the point of conciliation, including, but not limited to:

- A signed/dated copy of the complaint
- Request(s) for amendment(s) to the complaint
- Notification letters sent to parties
- Determination
- Proof that determination sent to all parties
- Final Investigative Report
- Copies of 100-day letters and evidence that they were sent (when appropriate)
- Interview notes
- Conciliation attempts
- Independent evidence corroborating respondent's defense(s) (when necessary)
- Copy of closure letters sent to all parties indicating closure type
- Conciliation agreement, signed and dated by all parties, that includes:
 - FHAP and HUD complaint numbers
 - Names of the parties
 - Address and description of the subject property
 - Effective date *and* term in which agreement will remain in effect
 - Relief that remedies the discrimination alleged
 - Relief that adequately vindicates the public interest, and prohibits recurring and future discriminatory housing practices by the respondent (as appropriate)
 - Statement that agreement constitutes closure of the complaint at HUD and the FHAP
 - Monitoring provisions
 - Statement that agreement shall be made public unless the complainant and respondent otherwise agree, and the authorized representative of the agency determines that disclosure is not required to further the purposes of the FHAP agency, e.g., sexual harassment allegations (parties may find embarrassing) or battered woman (may be concerned for her safety if the agreement is publicized)

TEAPOTS Entries (up to 5% deduction)

- FHAP date filed
- FHAP case number
- Complaint entered within five days of receipt
- First Amendment notice
- Investigator assigned
- Summary of allegations
- Names and addresses of all parties and legal representatives

CONCILIATION

HUD #: _____

YES **NO**

- | | | |
|---|---|--|
| — | — | Address and description of property involved |
| — | — | Identification of Low Income Housing Tax Credit |
| — | — | Entries that show that complaint was initiated within 30-days of filing |
| — | — | Relevant interview & document summaries |
| — | — | Respondent's defense(s) |
| — | — | Independent evidence corroborating respondent's defense(s) (when needed) |
| — | — | Conciliation attempts |
| — | — | Date that 100-day letter was sent (when appropriate) |
| — | — | FHAP date closed and the closure type |
| — | — | Summaries of the conciliation attempts made and final conciliation |
| — | — | Documents related to conciliation attempts and final conciliation |
| — | — | Provisions that will allow FHAP to monitor compliance with the agreement |

NOTE: FHAP may not execute agreement that resolves matters regarding other authorities (e.g., Section 504, Title VI) without HUD's consent.

PAYMENT DETERMINATION

Instructions: In making payment determination, first determine payment amount based on the Standards for Timeliness (the appropriate framework from that document is identified below). Second, make deductions, consistent with this form, for deficiencies related to quality (up to 100%), required documents (up to 5%), and TEAPOTS entries (up to 5%) in the box below.

Noncomplex/nonsystemic (framework from Standards for Timeliness)

_____ 100 or Less Days	100%	= \$2600
_____ 101 to 150 Days	90%	= \$2340
_____ 151 to 200 Days	80%	= \$2080
_____ 201 to 250 Days	70%	= \$1820
_____ Over 250 Days	0% to 69% as approved by the GTR = \$0 - \$1794	

Complex/systemic (framework from Standards for Timeliness)

_____ 300 or Less Days	100%	= \$2600
_____ 301 to 350 Days	90%	= \$2340
_____ 351 to 400 Days	80%	= \$2080
_____ Over 400 Days	0% to 79% as approved by the GTR = \$0 - \$2054	

GTR discretion

Notwithstanding the frameworks above, GTM may recommend and GTR may approve 100% of reimbursement amount) if: *The agency diligently, thoroughly and comprehensively investigated the complaint and/or if the complaint resulted in a FHAP agency conciliation that included relief that is both significant and appropriate in light of issues raised in the complaint.*

Explain GTR discretion:

Payment Amount:	\$ _____	(up to \$2600 based on framework above)
Less Deductions:	\$ _____	(based on quality, required documents, and TEAPOTS entry deficiencies)
Total Payment:	\$ <input style="width: 100px;" type="text"/>	

GTM Reviewer: _____

Review Date: _____

GTR Reviewer: _____

Approve Date: _____