Appendix L – Business Process and Synopsis Report

Table of Contents

Introduction

This report identifies and describes the various business processes for each of the programs under HIP. It also includes business processes associated with PHDC's Finance Department. Each business process is broken down into two parts:

1. Current Business Process Workflow Diagrams
2. Process Synopses which include
    a. Data Elements
    b. Process Summaries
    c. Process Outcomes

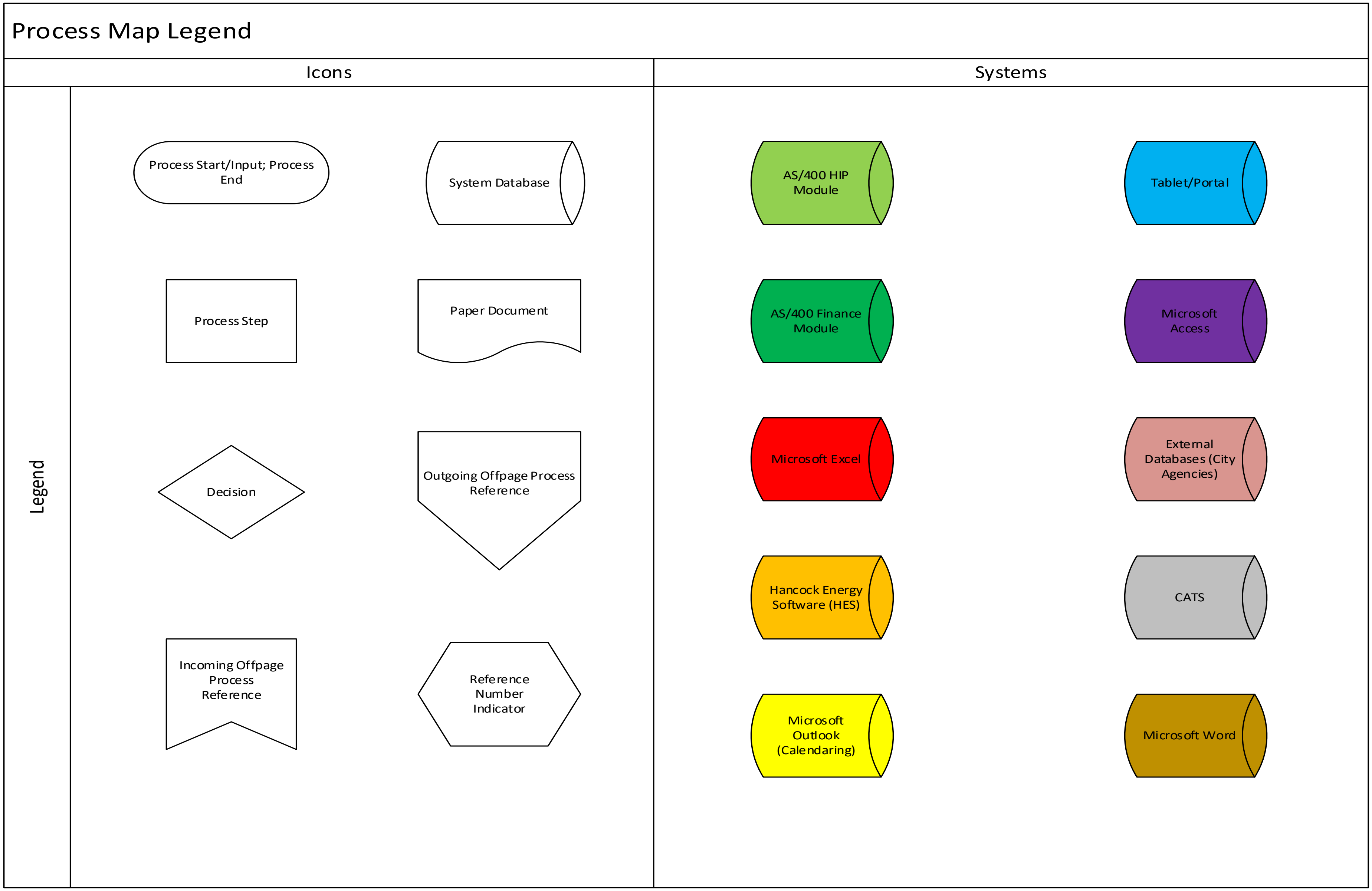
It is important to note that the workflow diagrams denote only current business workflows. They are included only as a representation of how work is currently performed within PHDC.   They are not intended to serve as a template for the design of the new system.

The information identified in the synopses, however, should serve as a template for the design of the new system in addition to the requirements identified in *Appendix A – Detailed Project Requirements*:

1. Data Elements – Identify the key information currently being captured by existing systems as well as the additional fields that PHDC wishes to capture in the new system. These are the minimum data elements required for the new system.
2. Process Summaries – Describe the processes currently being performed within PHDC as well as the additional processes that PHDC wishes to see performed by the new system.
3. Process Outcomes – Identify the outcomes currently being obtained by PHDC using the existing systems as well as the additional outcomes that PHDC wishes to achieve through the new system.

Part A – Home Improvement Program (HIP)

Process Map Legend



Section II – Basic Systems Repair Program

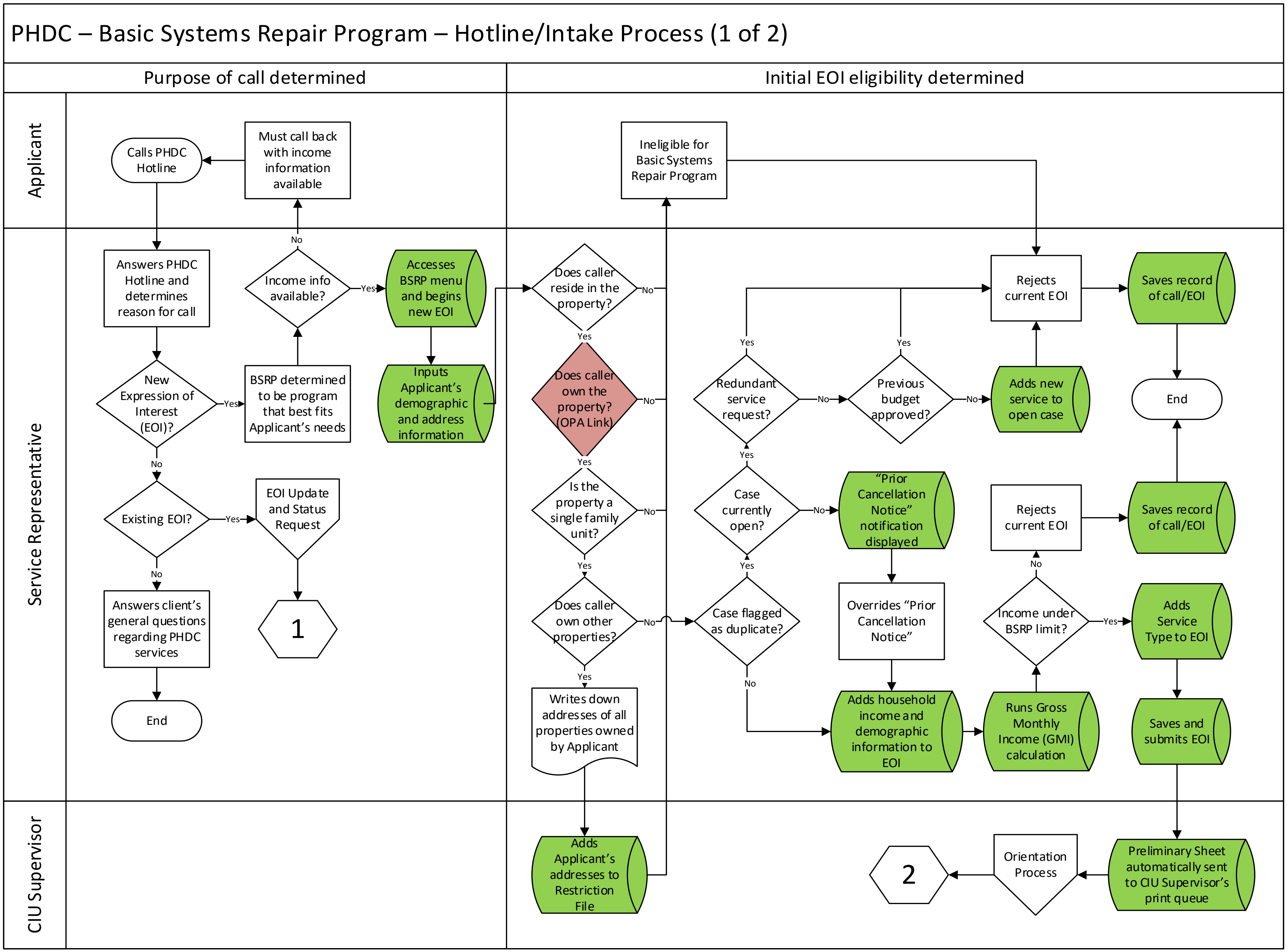
Basic Systems Repair Program (BSRP) Overview

- Assists low-income Philadelphia home-owners by providing free, major repairs. These repairs include roofs, heaters, major plumbing issues, electrical work, and moderate structural issues. The maximum improvement amount for each household is $17,500 and the average total cost of all repairs in any given case for FY2015 was approximately $9,200.

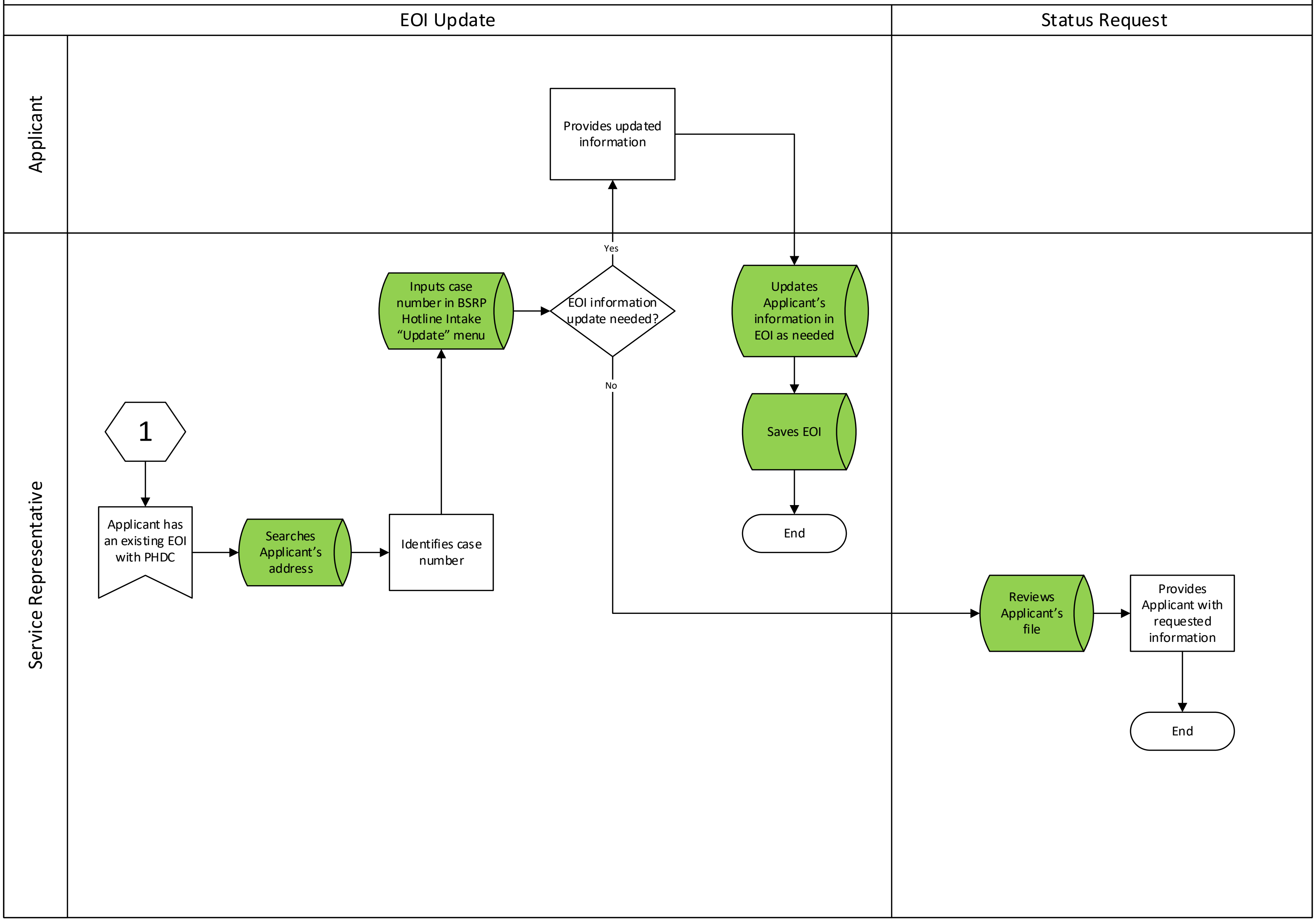
- Eligibility Criteria:
  - Clients must own the property
  - The property must be a single family dwelling
  - No owners listed on the deed may own other residential property
  - Households must be low-income, earning a maximum of 150% of the federal poverty level (income for all residents is counted)
  - Philadelphia Real Estate taxes must be current
  - All utilities must be on at the property, unless a shutoff is directly related to the requested repairs

- Processes:
  1. Hotline/Intake
  2. Orientation
  3. Whole House and Roof Inspection
  4. Contractor Assignment and Job Execution
  5. Change Order
  6. Final Inspection
  7. Contractor Payment
  8. Compliance and Archiving

BSRP – Hotline/Intake


PHDC – Basic Systems Repair Program – Hotline/Intake Process (1 of 2)
Purpose of call determined
Initial EOI eligibility determined
Applicant
Service Representative
CIU Supervisor
Calls PHDC Hotline
Must call back with income information available
Answers PHDC Hotline and determines reason for call
Income info available?
Accesses BSRP menu and begins new EOI
New Expression of Interest (EOI)?
BSRP determined to be program that best fits Applicant's needs
Inputs Applicant's demographic and address information
Existing EOI?
EOI Update and Status Request
1
Answers client's general questions regarding PHDC services
End
Ineligible for Basic Systems Repair Program
Does caller reside in the property?
Does caller own the property? (OPA Link)
Is the property a single family unit?
Does caller own other properties?
Writes down addresses of all properties owned by Applicant
Adds Applicant's addresses to Restriction File
Redundant service request?
Previous budget approved?
Adds new service to open case
Rejects current EOI
Saves record of call/EOI
End
Case currently open?
"Prior Cancellation Notice" notification displayed
Rejects current EOI
Saves record of call/EOI
Case flagged as duplicate?
Overrides "Prior Cancellation Notice"
Income under BSRP limit?
Adds Service Type to EOI
Adds household income and demographic information to EOI
Runs Gross Monthly Income (GMI) calculation
Saves and submits EOI
Preliminary Sheet automatically sent to CIU Supervisor's print queue
Orientation Process
2
Yes
No

PHDC – Basic Systems Repair Program – Hotline/Intake Process (2 of 2)

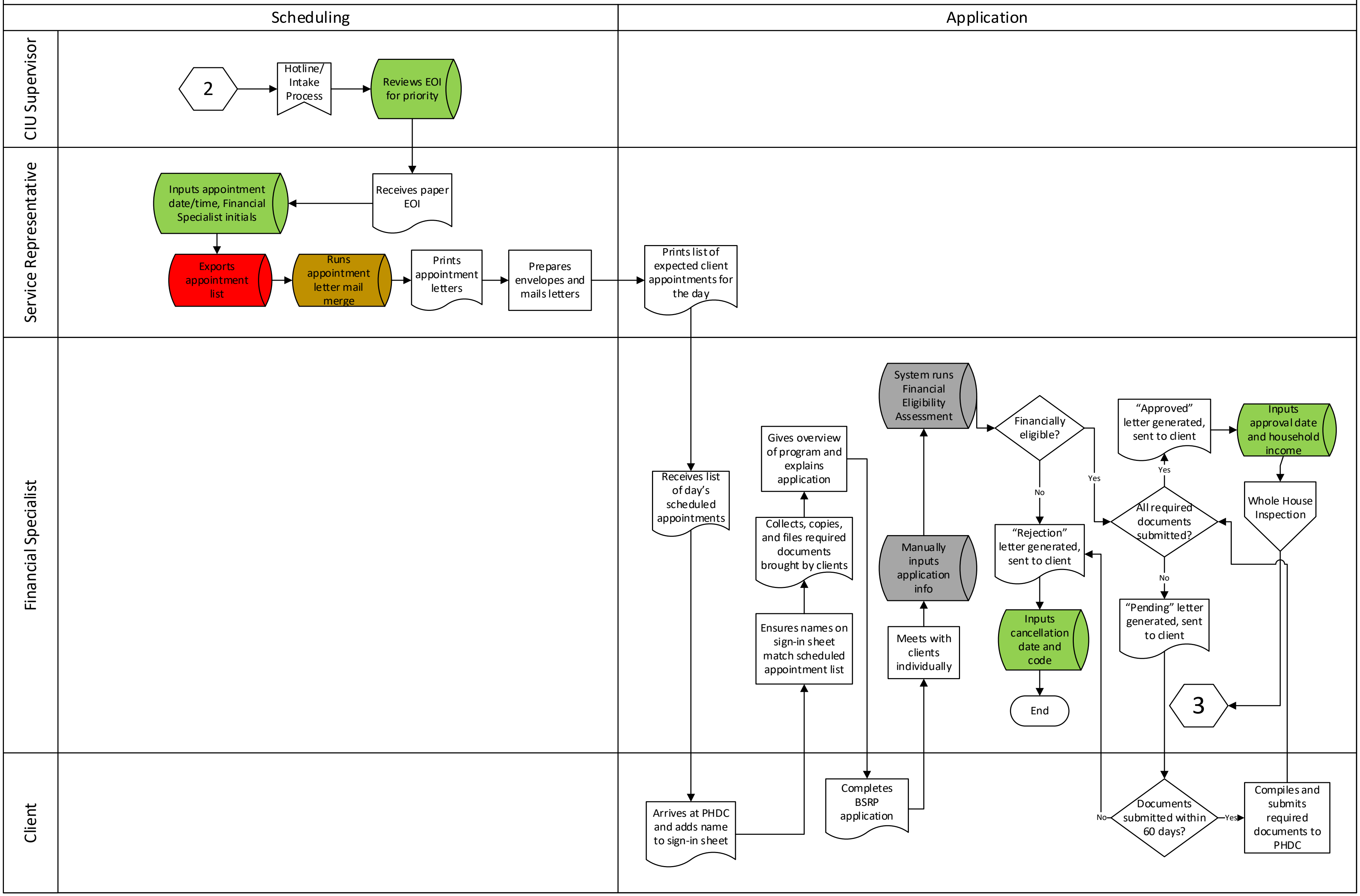


BSRP – Hotline/Intake Synopsis

Data Elements	Process Summary	Process Outcomes
AS/400 - HIP • Case Number (assigned) • House Number • Street Direction • Street Name • Street Suffix • ZIP Code • Date of Intake (hotline call) • Home Phone • Work Phone • First Name • Last Name • DOB • Race • Repair(s) needed • # of adults • # of children • # disabled • # elderly • household income Additional Fields Requested • Cell Phone • Email address • Age of each child • Ethnicity (New)	• Applicant's contact information added/updated • Applicant's property information captured • Applicant's address validated • Applicant's residence, home ownership, multiple home ownership, and single family home eligibility criteria information captured • EOI eligibility determined • Hotline operator enters address. o System validates address against city database o System verifies ownership against city database o System looks up and records OPA account number from city database o System verifies real estate tax status against city database o System displays open cases for all programs o Invalid addresses, ownership, tax status or currently open case ends application • Hotline operator enters remaining information o System determines appropriate program based on repair(s) requested (new) o System determines eligibility based on program o System determines date of orientation appointment and hotline operator informs client. System generates appointment letter. (new) • Orientation date/time/financial specialist (staff) recorded in system • If appointment is greater than 30 days from hotline call, applicant placed on waiting list. Waiting list letter generated (new)	• Application is taken • Eligibility is determined • EOI is cancelled or orientation is scheduled

BSRP – Orientation

PHDC – Basic Systems Repair Program – Orientation Process



BSRP – Orientation Synopsis

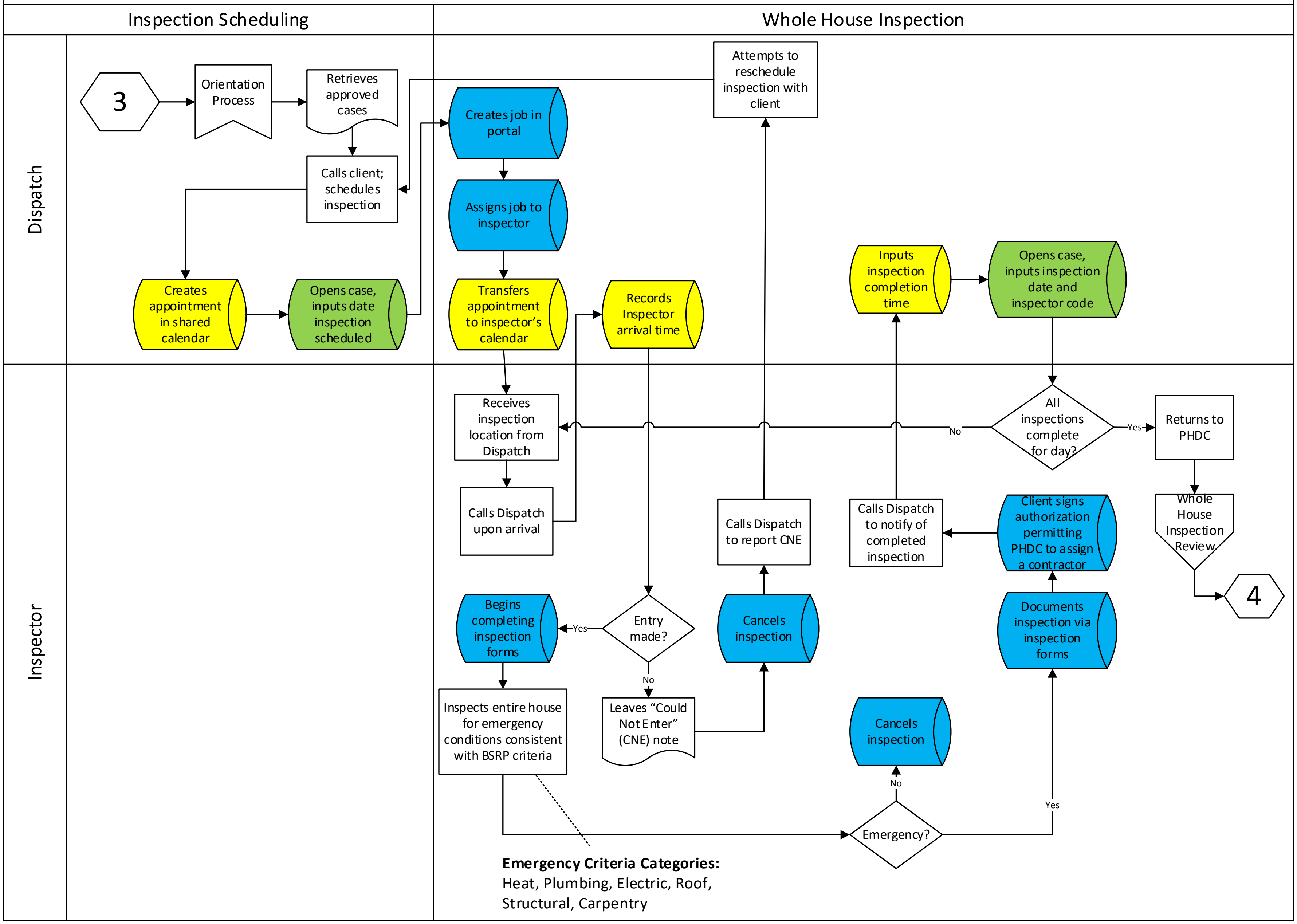
Data Elements	Process Summary	Process Outcomes

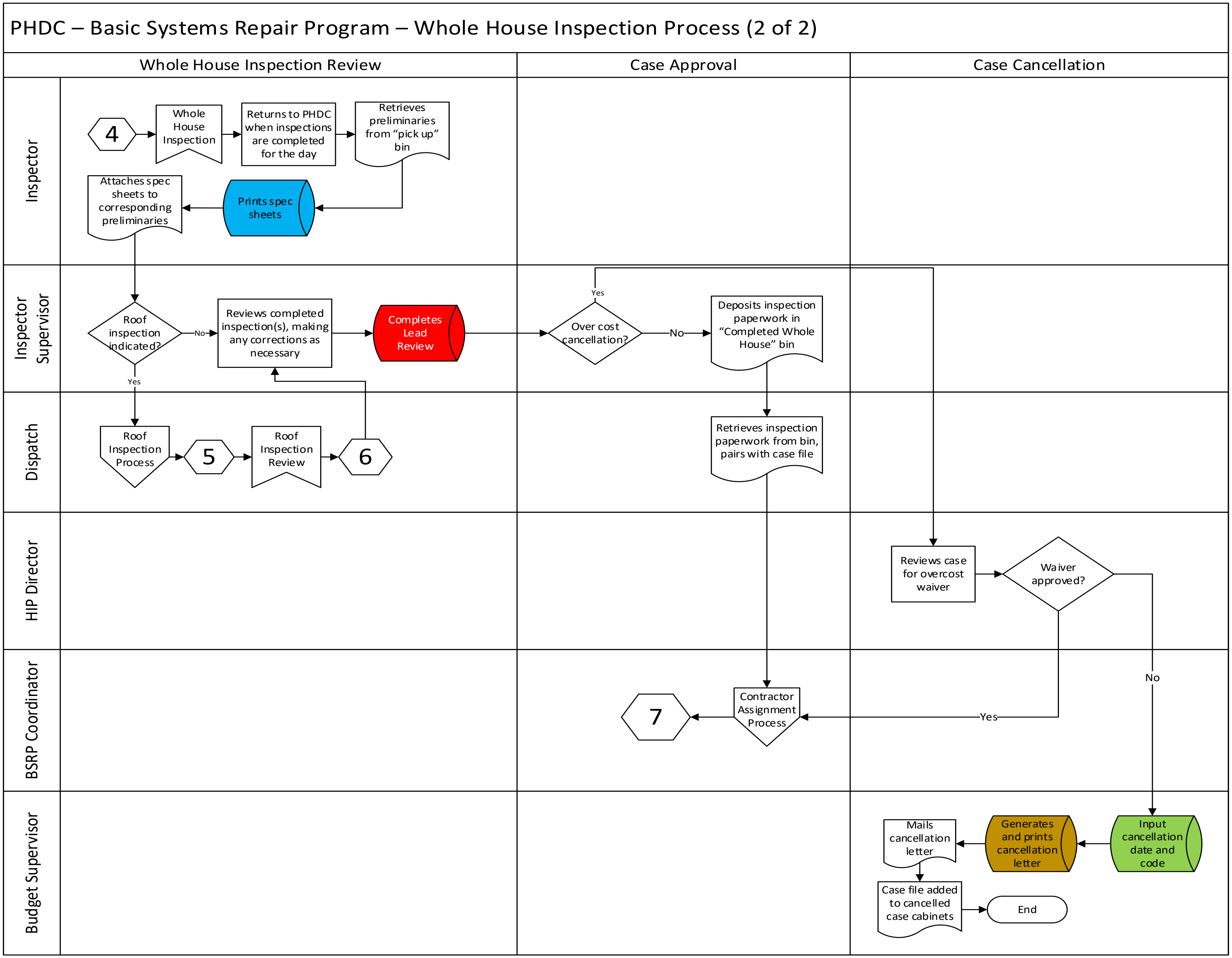
<u>AS/400 – HIP</u>
• Financial Specialist Initials
• Appointment Attempt Number
• Approval Date
• Cancellation Code
• Cancellation Date
<u>CATS – BSRP Application</u>
 	
<u>Excel – CIU Orientation Scheduling List</u>
• Applicant Name
• Orientation Date
 	
<u>Client Documents (Paper)</u>
• Recorded Deed to Property
• Death Certificate or Obituary (if person named on the deed is deceased)
• Proof of Income
  o Paystubs and W2
  o Social Security and/or SSI Verification
  o DPA Letter
  o Child Support Printout
  o Termination Notice (Unemployment)
  o Pension Verification
• Real Estate Taxes
• Proper ID
• Violation from Water Dept. or Dept. of Licenses and Inspections, if necessary
 	
<u>Sign-in Sheet (Paper)</u>
• Applicant Name
	• Case assigned to Financial Specialist
	• Various client documents proving income and ownership scanned into record (new)
	• System calculates household size
	• System calculates household income
	• System calculates % poverty (based on lookup table)
	• System calculates % AMI (based on lookup table)
	• System makes final eligibility determination for income (based on % poverty or % AMI, depending on program)
	• System generates approval or denial letters for completed applications
	• System generates "pending" letters detailing further information required for incomplete applications
		• Eligibility determined
		• Application completed and entered into system
		• Case approved, rejected, or pending until required documents are received

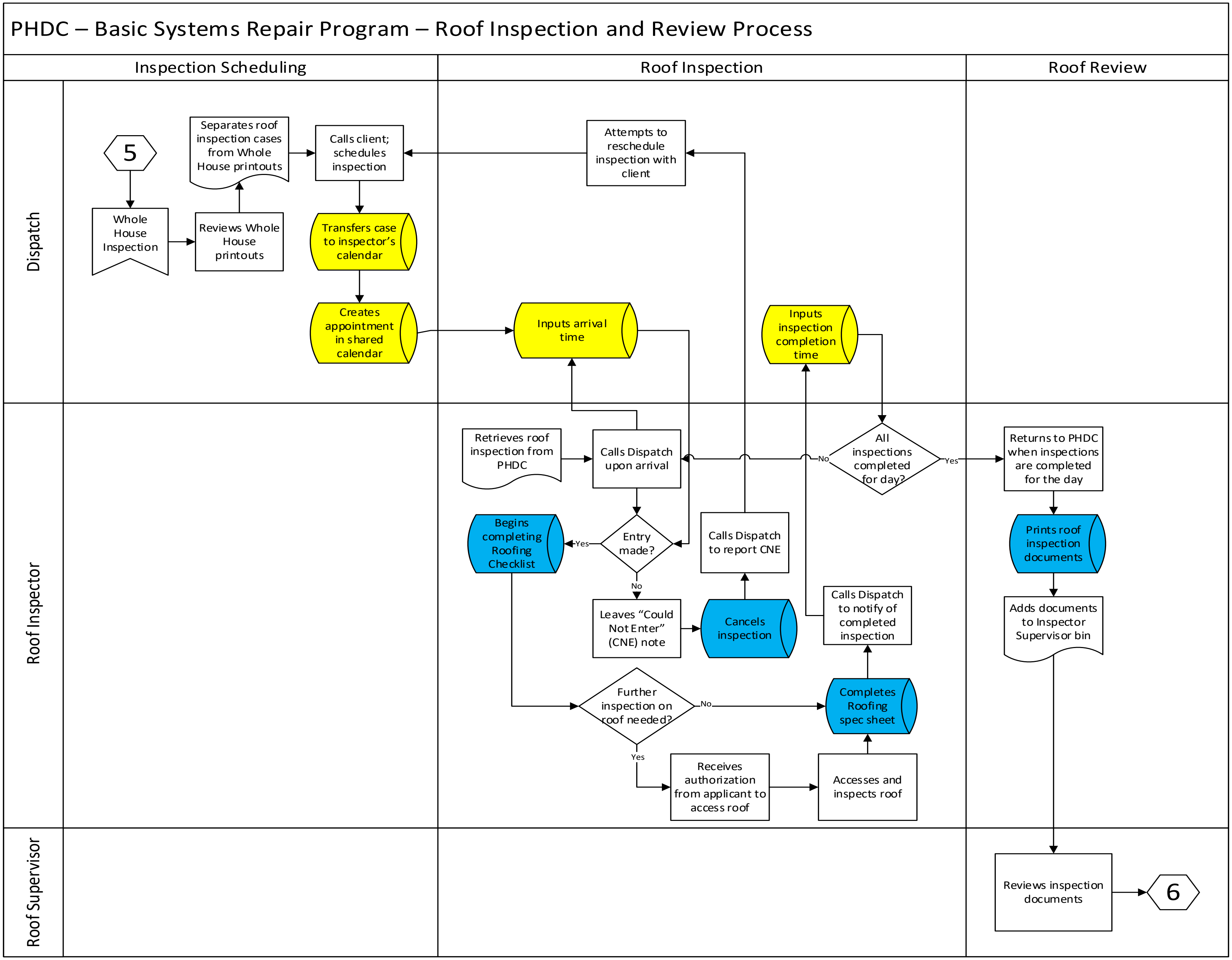
• Date
 	
<u>Additional Fields Requested</u>
• Household Member(s)
    o DOB
    o Gender
    o Relationship
    o Source of Income (can be multiple)
    o Monthly amount of income (can be multiple)
    o Disabled (Y/N)		

BSRP – Whole House and Roof Inspection

PHDC – Basic Systems Repair Program – Whole House Inspection Process (1 of 2)




PHDC – Basic Systems Repair Program – Whole House Inspection Process (2 of 2)
Whole House Inspection Review
Case Approval
Case Cancellation
Inspector
Inspector Supervisor
Dispatch
HIP Director
BSRP Coordinator
Budget Supervisor
4
Whole House Inspection
Returns to PHDC when inspections are completed for the day
Retrieves preliminaries from “pick up” bin
Prints spec sheets
Attaches spec sheets to corresponding preliminaries
Roof inspection indicated?
No
Yes
Reviews completed inspection(s), making any corrections as necessary
Completes Lead Review
Over cost cancellation?
Deposits inspection paperwork in “Completed Whole House” bin
Roof Inspection Process
5
Roof Inspection Review
6
Retrieves inspection paperwork from bin, pairs with case file
Reviews case for overcost waiver
Waiver approved?
7
Contractor Assignment Process
Mails cancellation letter
Generates and prints cancellation letter
Input cancellation date and code
Case file added to cancelled case cabinets
End

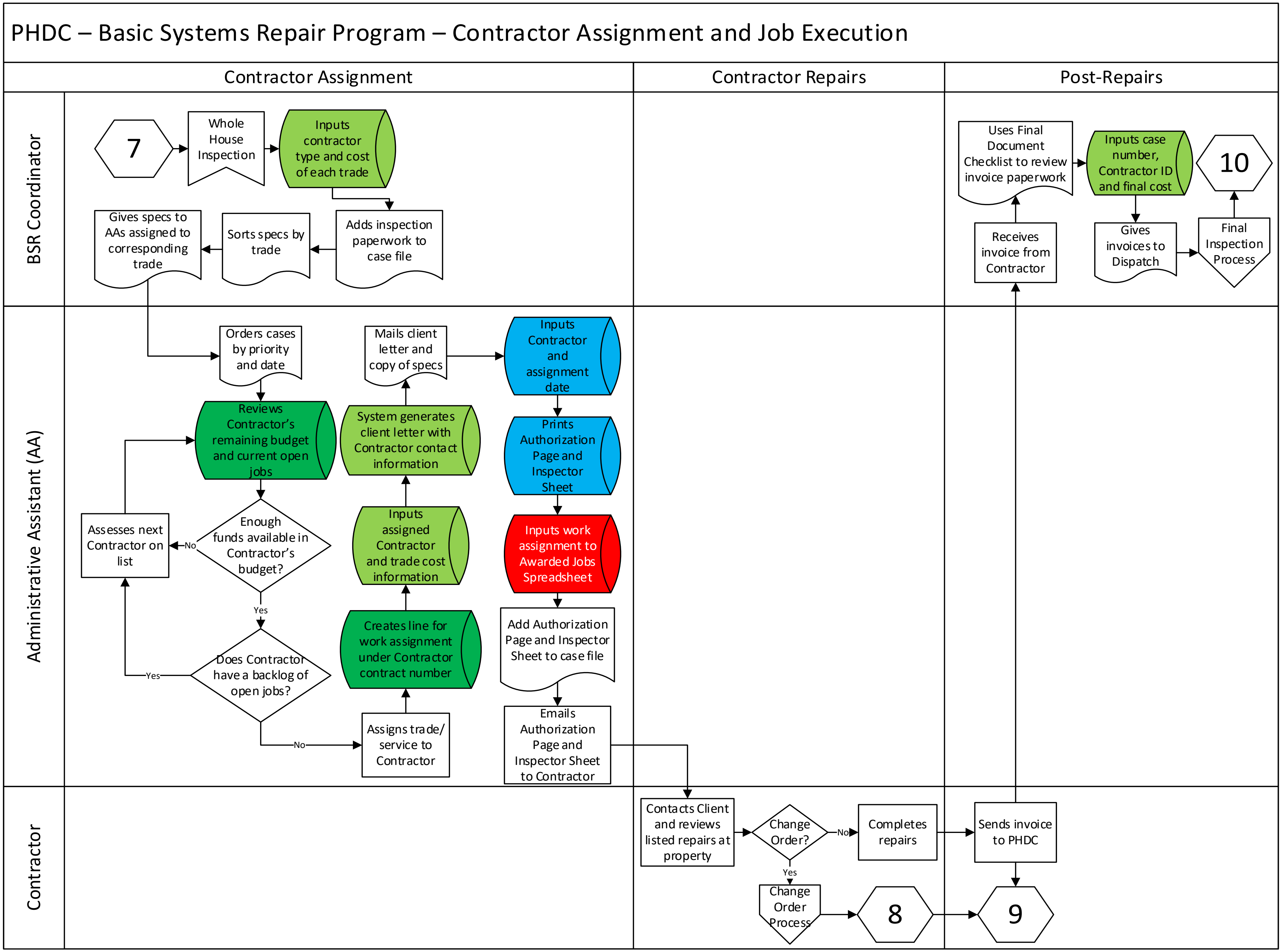

PHDC – Basic Systems Repair Program – Roof Inspection and Review Process
Inspection Scheduling
Roof Inspection
Roof Review
Dispatch
Roof Inspector
Roof Supervisor
5
Whole House Inspection
Reviews Whole House printouts
Separates roof inspection cases from Whole House printouts
Calls client; schedules inspection
Transfers case to inspector's calendar
Creates appointment in shared calendar
Attempts to reschedule inspection with client
Inputs arrival time
Inputs inspection completion time
Retrieves roof inspection from PHDC
Calls Dispatch upon arrival
Entry made?
Yes
No
Begins completing Roofing Checklist
Leaves "Could Not Enter" (CNE) note
Cancels inspection
Calls Dispatch to report CNE
All inspections completed for day?
No
Yes
Calls Dispatch to notify of completed inspection
Further inspection on roof needed?
No
Yes
Completes Roofing spec sheet
Receives authorization from applicant to access roof
Accesses and inspects roof
Returns to PHDC when inspections are completed for the day
Prints roof inspection documents
Adds documents to Inspector Supervisor bin
Reviews inspection documents
6

BSRP – Whole House and Roof Inspection Synopsis

Data Elements	Process Summary	Process Outcomes

<u>AS/400 – HIP</u>
• Inspection Date
• Inspector Name
• Inspection Time
 	
<u>iPad/Portal</u>
• Case Number
• Address
• Homeowner Signature and Date
• PHDC Authorization Signature and Date
• Inspection Type
• Inspector
• Inspection Date
• Inspection Time
• Inspection Items (see Whole House Checklist)
• Work Orders
  o Individual specifications (spec#, description, unit of measure, unit price)
  o Estimated Quantity
• Description
• Notes
• Whole House Inspection Checklist
• Roof Inspection Checklist
• Specs
• Client Name
• Client Address
• Photo(s) of Property
	• Dispatch contacts client to schedule inspection based on type of inspection, staff availability and location.
	• Inspector performs visual inspection of property guided by Whole House Checklist.
	  o Answers on whole house checklist determine trade work orders to be developed and priced
	  o Individual work orders are developed and priced or each trade using specifications from PHDC Specifications Price List
	  o Comments/Instructions are included on each work order
	• Roofing section of Whole House Checklist may lead to need for separate Roofing Inspection following same procedure as above
	• After all inspections completed, total cost of job determined by adding costs of all work orders.
	• Inspections reviewed by and approved or rejected by supervisor.
	  o Inspections may be rejected in whole or in part by supervisor or returned to inspector for rewriting
	  o Lead Paint Review sheet completed for approved inspections based on individual specifications used in each work order (new)
	• Letters generated for inspections wholly or partially rejected explaining rejection reason entered by supervisor (new)
		• Repair eligibility is determined
		  o Emergency conditions
		  o BSRP specifications
		  o Cost estimate
		• Case specifications established and approved

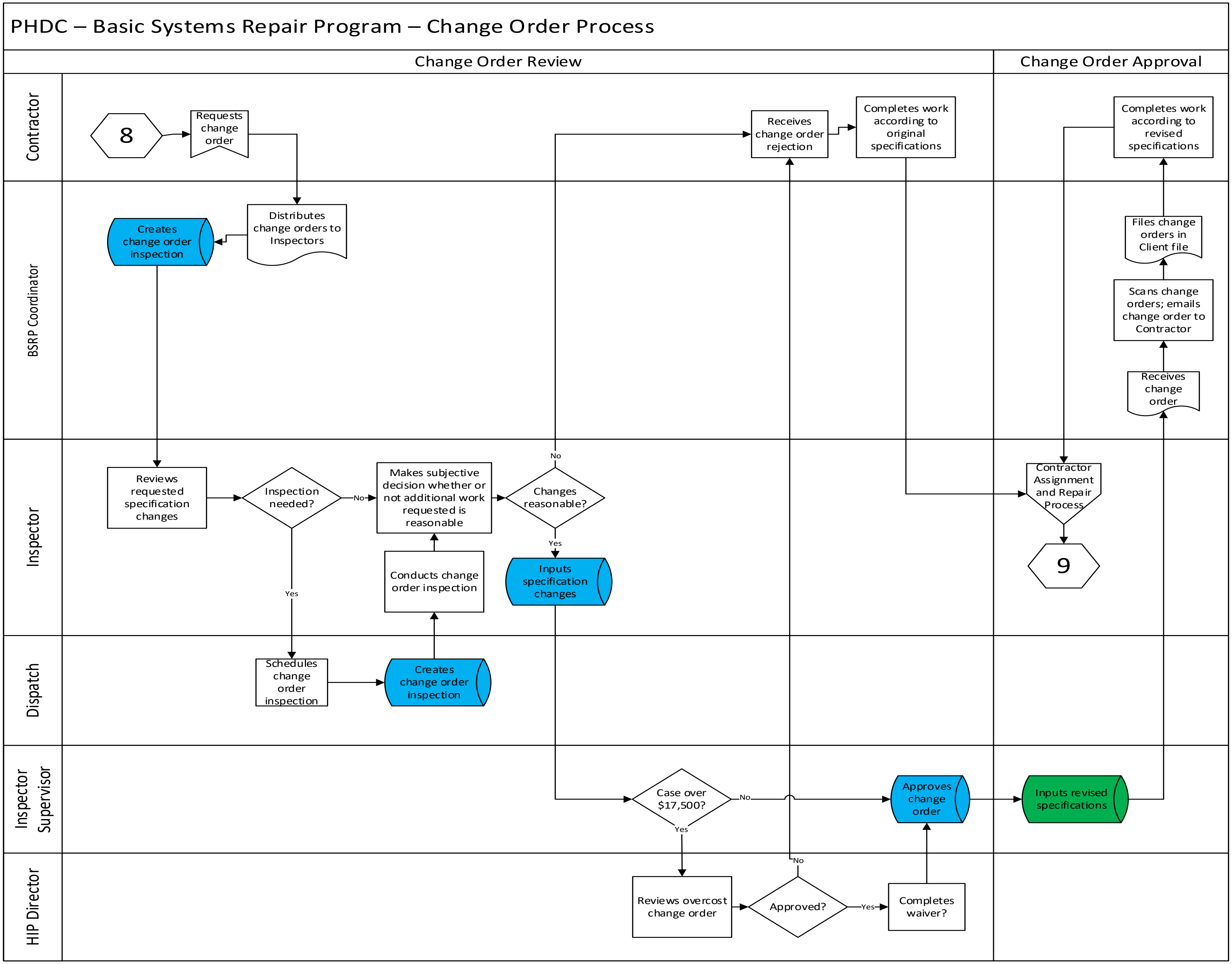
BSRP – Contractor Assignment and Job Execution


PHDC – Basic Systems Repair Program – Contractor Assignment and Job Execution
Contractor Assignment
Contractor Repairs
Post-Repairs
BSR Coordinator
Administrative Assistant (AA)
Contractor
7
Whole House Inspection
Inputs contractor type and cost of each trade
Adds inspection paperwork to case file
Sorts specs by trade
Gives specs to AAs assigned to corresponding trade
Orders cases by priority and date
Reviews Contractor's remaining budget and current open jobs
Enough funds available in Contractor's budget?
No
Assesses next Contractor on list
Yes
Does Contractor have a backlog of open jobs?
Yes
No
Assigns trade/ service to Contractor
Creates line for work assignment under Contractor contract number
Inputs assigned Contractor and trade cost information
System generates client letter with Contractor contact information
Mails client letter and copy of specs
Inputs Contractor and assignment date
Prints Authorization Page and Inspector Sheet
Inputs work assignment to Awarded Jobs Spreadsheet
Add Authorization Page and Inspector Sheet to case file
Emails Authorization Page and Inspector Sheet to Contractor
Contacts Client and reviews listed repairs at property
Change Order?
No
Yes
Completes repairs
Change Order Process
8
Sends invoice to PHDC
9
Receives invoice from Contractor
Uses Final Document Checklist to review invoice paperwork
Inputs case number, Contractor ID and final cost
Gives invoices to Dispatch
Final Inspection Process
10

BSRP – Contractor Assignment and Job Execution Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • Contractor Type • Cost of each trade • Contractor Internal Identification Number • Final Cost <u>AS/400 – HTE – Work Assignment</u> • Address • Date • Vendor Part Number • Quantity Ordered • Order UOM • Cost Code • Unit Cost • Account Number • Project • Taxable: Y/N <u>iPad/Portal</u> • Contractor • Assignment Date <u>A&C Form (Paper)</u> • Contractor Signature and Date • Total Amount Requested <u>Final Document Checklist (Paper)</u> <u>Additional Fields Requested</u> • Date invoice received • Invoice Amount	• Each work order assigned to a contractor based on trade. • Admin Assistant for each trade assigns work to individual contractors by sending (email) a completed "Authorization Form" and Work Order • Assignment of work is recorded in client record listing contractor, date assigned and amount of original order. New system should also include due date. • New system should generate purchase order against blanket contract amount for each work order assigned to a given contractor. Purchase Order system must not allow blanket contract amount to be exceeded in total or for individual funding accounts. See finance system requirements for more detail on purchase order system. • Contractor submits o Invoice (optional) o Most recent approved work order o Signed certification page o All approved change orders o Permits & receipts o Warranties • Coordinator reviews submissions for completeness, enters date that complete invoice package was received and amount requested in system • Coordinator forwards package to dispatchers for scheduling of final inspection	• Contractor assigned to case • Work completed by Contractor

BSRP – Change Order


PHDC – Basic Systems Repair Program – Change Order Process
Change Order Review
Change Order Approval
Contractor
BSRP Coordinator
Inspector
Dispatch
Inspector Supervisor
HIP Director
8
Requests change order
Distributes change orders to Inspectors
Creates change order inspection
Reviews requested specification changes
Inspection needed?
No
Yes
Makes subjective decision whether or not additional work requested is reasonable
Changes reasonable?
Schedules change order inspection
Creates change order inspection
Conducts change order inspection
Inputs specification changes
Receives change order rejection
Completes work according to original specifications
Case over $17,500?
Reviews overcost change order
Approved?
Completes waiver?
Approves change order
Inputs revised specifications
Receives change order
Scans change orders; emails change order to Contractor
Files change orders in Client file
Completes work according to revised specifications
Contractor Assignment and Repair Process
9

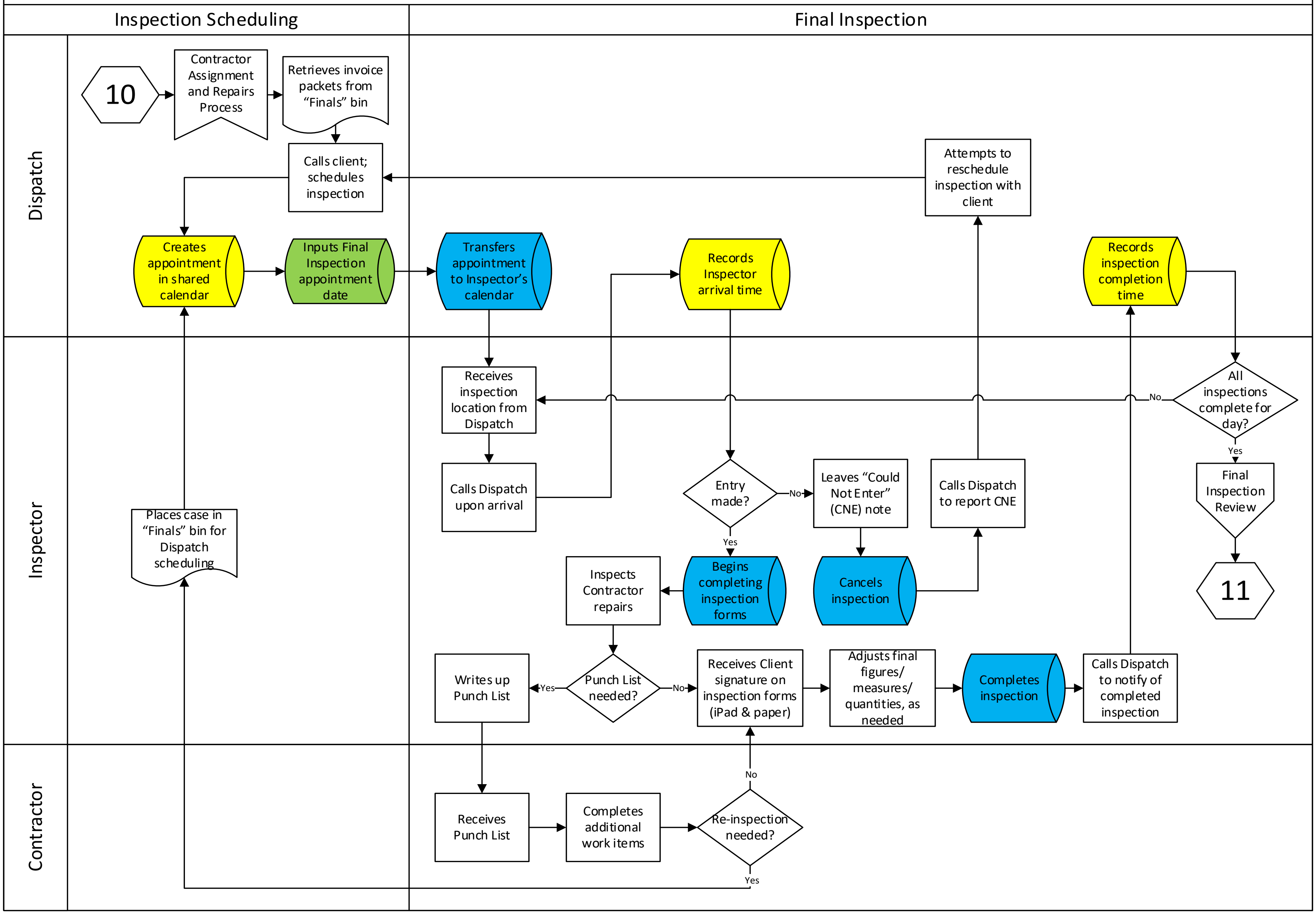
BSRP – Change Order Synopsis

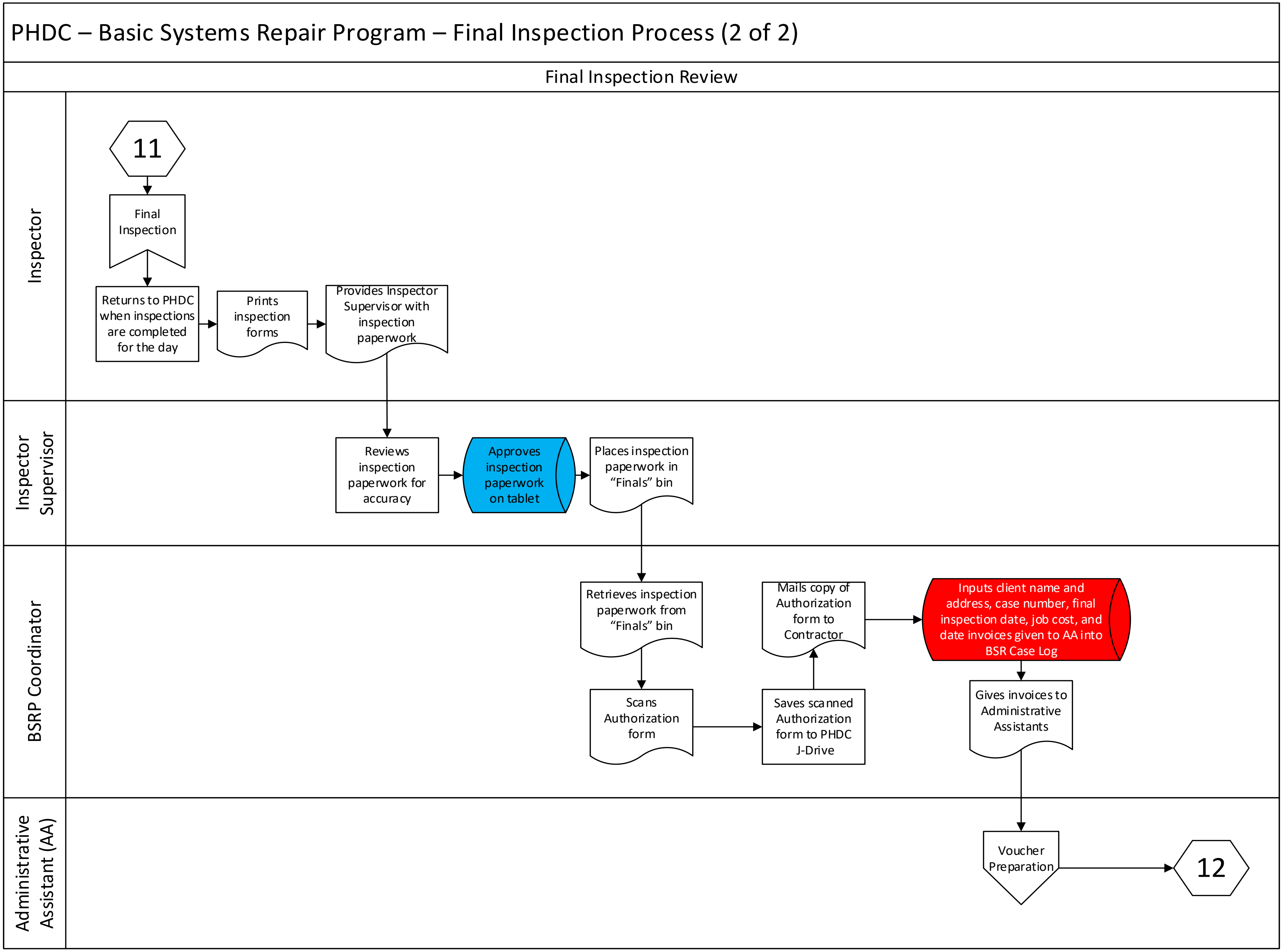
Data Elements	Process Summary	Process Outcome

<u>AS/400 – HIP</u>
• Adjusted costs per trade
 	
<u>iPad/Portal</u>
• Inspector
• Inspection Date
• Notes
• Change Order Approval
• Client Name
• Client Address
• Date
• Time
 	
<u>Change Order (Paper)</u>
• Case Number
• Address
• Inspector Name
• Request Date
• Contractor Name
• Contractor Signature
• Contractor Fax Number
• Contractor Email
• Additions/Deletions
  o Specification Number
  o Description
  o Quantity
  o Paint Disturbance? Y/N
  o Cost
• Total Change Request Amount
• Inspector Approval Signature and Date
• Supervisor Approval Signature and Date
	• Change orders submitted by email to PHDC
	• Reviewed by inspector and approved or denied (in whole or in part)
	• On-site inspection is optional
	• Reviewed by supervisor and approved or denied (in whole or in part)
	• Depending on total amount of change order or revised amount of total job including change order, review by Director or EVP is also needed.
	• System updated to include change order on work order.
	• Copy of approved (or denied) change order sent back to contractor along with revised work order.
		• Change order approved or denied
		• Specifications updated
		• Work completed by contractor

BSRP – Final Inspection

PHDC – Basic Systems Repair Program – Final Inspection Process (1 of 2)



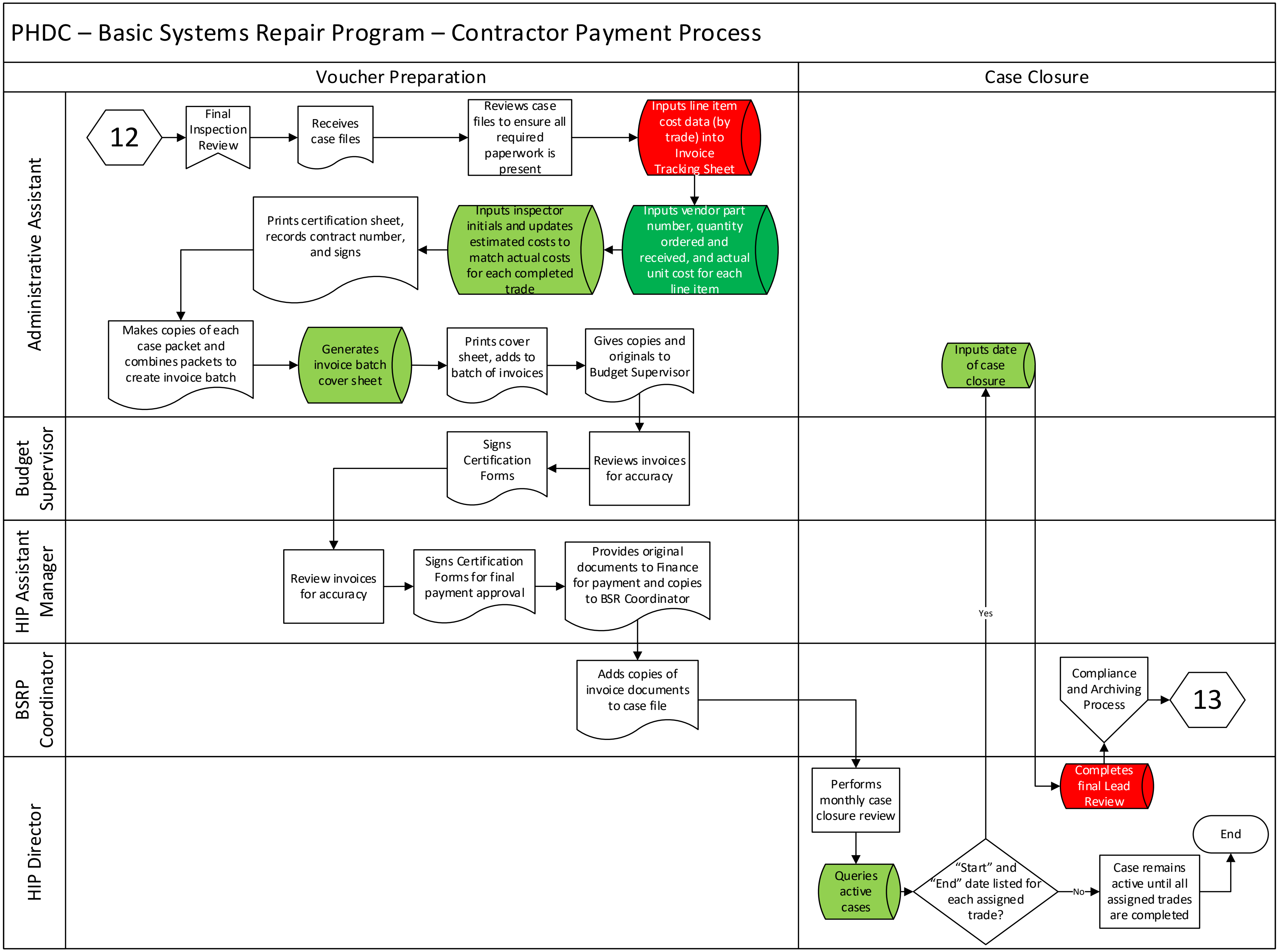

PHDC – Basic Systems Repair Program – Final Inspection Process (2 of 2)
Final Inspection Review
Inspector
Inspector Supervisor
BSRP Coordinator
Administrative Assistant (AA)
11
Final Inspection
Returns to PHDC when inspections are completed for the day
Prints inspection forms
Provides Inspector Supervisor with inspection paperwork
Reviews inspection paperwork for accuracy
Approves inspection paperwork on tablet
Places inspection paperwork in "Finals" bin
Retrieves inspection paperwork from "Finals" bin
Scans Authorization form
Saves scanned Authorization form to PHDC J-Drive
Mails copy of Authorization form to Contractor
Inputs client name and address, case number, final inspection date, job cost, and date invoices given to AA into BSR Case Log
Gives invoices to Administrative Assistants
Voucher Preparation
12

BSRP – Final Inspection Synopsis

Data Elements	Process Summary	Process Outcomes

<u>AS/400 – HIP</u>
• Inspector Name
• Final Inspection Date
<u>iPad/Portal</u>
• Case Number
• House Number
• Street Name
• Client Name
• Inspector Name
• Final Inspection Date
• Contractor Name
• Notes
• Final Inspection Checklist
• Spec Sheet
• Punch List Items
• Reinspection Required (Y/N)
• Specification numbers
• Specification quantities (final)
• Client Signature
• Inspector Signature
<u>Inspection Forms/Paperwork (Paper)</u>
• Final Inspection Checklist
• Certifications Form
• Punch List (if necessary)
<u>Excel – Invoice Tracking Sheet</u>
• Client Name
• Address
• Case Number
• Final Inspection Date
• Job Cost
• Date
<u>PHDC J-Drive</u>
• Authorizations & Certifications form
	• Dispatchers schedule final inspections
	• Inspector checks work, noting any differences in approved quantities on work order and amounts verified at final inspection.
	• Punch lists issued if required, noting whether a re-inspection is required
	  o If re-inspection required, final inspection is held (not processed for payment) until punch list completed.
	  o If re-inspection is not required, inspection can be processed for payment.
	• Completed A&C form sent to the contractor
		• Contractor repairs inspected and verified against work specifications
		• Repairs approved or rejected
		• Punch List created, if necessary

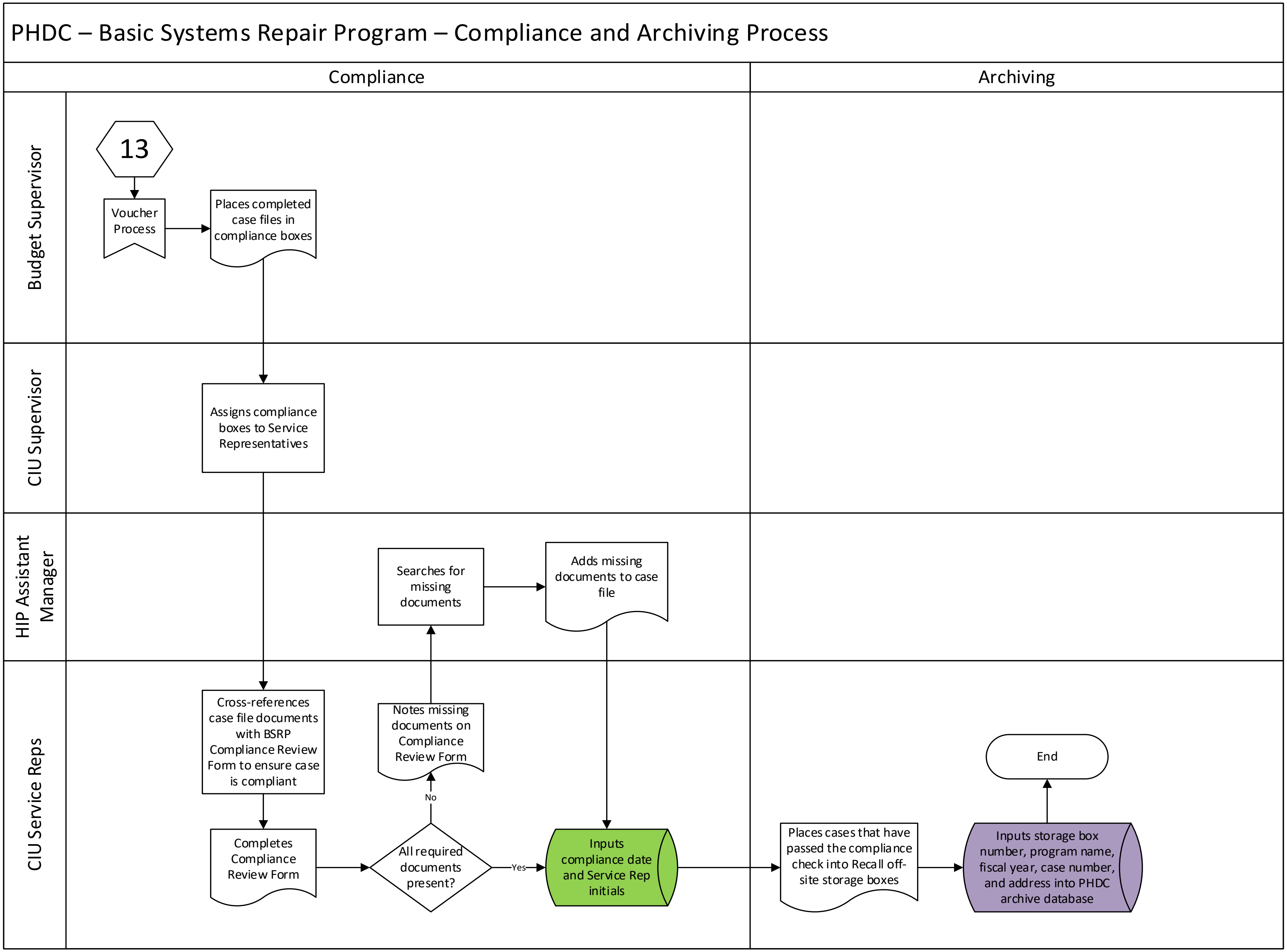
BSRP – Contractor Payment


PHDC – Basic Systems Repair Program – Contractor Payment Process
Voucher Preparation
Case Closure
Administrative Assistant
Budget Supervisor
HIP Assistant Manager
BSRP Coordinator
HIP Director
12
Final Inspection Review
Receives case files
Reviews case files to ensure all required paperwork is present
Inputs line item cost data (by trade) into Invoice Tracking Sheet
Inputs vendor part number, quantity ordered and received, and actual unit cost for each line item
Inputs inspector initials and updates estimated costs to match actual costs for each completed trade
Prints certification sheet, records contract number, and signs
Makes copies of each case packet and combines packets to create invoice batch
Generates invoice batch cover sheet
Prints cover sheet, adds to batch of invoices
Gives copies and originals to Budget Supervisor
Reviews invoices for accuracy
Signs Certification Forms
Review invoices for accuracy
Signs Certification Forms for final payment approval
Provides original documents to Finance for payment and copies to BSR Coordinator
Adds copies of invoice documents to case file
Performs monthly case closure review
Queries active cases
"Start" and "End" date listed for each assigned trade?
Yes
No
Inputs date of case closure
Completes final Lead Review
Compliance and Archiving Process
13
Case remains active until all assigned trades are completed
End

BSRP – Contractor Payment Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • Case Number • Contractor Number • Date Invoice Received • Invoice Amount • Final Inspection Date • Total Payment • Final Inspector Initials • Final Costs per Line Item • Date of Case Closure <u>AS/400 – HTE</u> • Item Description (Client Address) • Vendor Part Number • Quantity Ordered and Received • Unit Cost <u>Excel – Invoice Tracking Sheet</u> • Specification Number • Final Unit Amount • Final Specification Price • Final Total Cost <u>A&C Voucher Form (Paper)</u> • Address • Case Number • Contractor Name • Total Amount Requested • Blanket P.O. Number • Preparer's Initials and Date • Dept. Approval Signature and Date • Finance Approval Signature	• AA confirms completeness of final inspection package, including signatures • AA checks calculations for amount to be paid • Client record updated (AS/400 HIP) with final payment amount. • Purchase order system updated (AS/400 HTE)to final amount • Voucher created by tablet/HIP Portal referencing purchase order number for approval by supervisor • Supervisor approves • Manager approves • Voucher and final inspection paperwork forwarded to Finance for payment • If contractor is last trade outstanding in property, case is considered completed. Date Closed is entered and case is forwarded for lead review, compliance and archiving	• Invoice reviewed and verified • Voucher prepared • Case sent to Finance for payment processing • Case closed

BSRP – Compliance and Archiving



PHDC – Basic Systems Repair Program – Compliance and Archiving Process
Compliance
Archiving
Budget Supervisor
CIU Supervisor
HIP Assistant Manager
CIU Service Reps
13
Voucher Process
Places completed case files in compliance boxes
Assigns compliance boxes to Service Representatives
Searches for missing documents
Adds missing documents to case file
Cross-references case file documents with BSRP Compliance Review Form to ensure case is compliant
Notes missing documents on Compliance Review Form
Completes Compliance Review Form
All required documents present?
No
Yes
Inputs compliance date and Service Rep initials
Places cases that have passed the compliance check into Recall off-site storage boxes
Inputs storage box number, program name, fiscal year, case number, and address into PHDC archive database
End

BSRP Compliance and Archiving Synopsis

Data Elements	Process Summary	Process Outcomes

AS/400 – HIP
• Compliance Date
• Service Representative Initials
Access – PHDC Archive Database
• Archive Date
• Box Number
• Program
• Fiscal Year
• Case Number
• Address
Compliance Checklist (Paper)
• Address
• Case Number
• Review Date
• Specification/Billing:
    o Heating
    o Plumbing
    o Roofing
    o Electrical
    o Structural
    o Asbestos
    o Homeowner’s Lead Brochure Acknowledgement
• Certification:
    o Heating
    o Plumbing
    o Roofing
    o Electrical
    o Structural
    o Asbestos
• Reviewer’s Signature
Excel – Lead Paint Review Sheet
• Address
• Updated Costs and Exemptions
• Authorization Signatures
	• Case is reviewed for lead paint disturbance a final time. This time review is based on specifications approved at final inspection. For any items added by change order, Y/N decision is made based on contractor’s answer to “Lead Paint Disturbance” question on change order form.
	• Case files reviewed to ensure all required case documents are present
	• BSRP Compliance Review Form completed
	• Missing documents located and added to case files
	• Compliance date added to AS/400
	• Case files that have passed the compliance review are entered into the PHDC Archive Database
	• Archived case files are added to Recall boxes and sent for off-site document storage
		• Case file compliance ensured
		• Case archived

Section III – Weatherization Assistance Program (Standard)

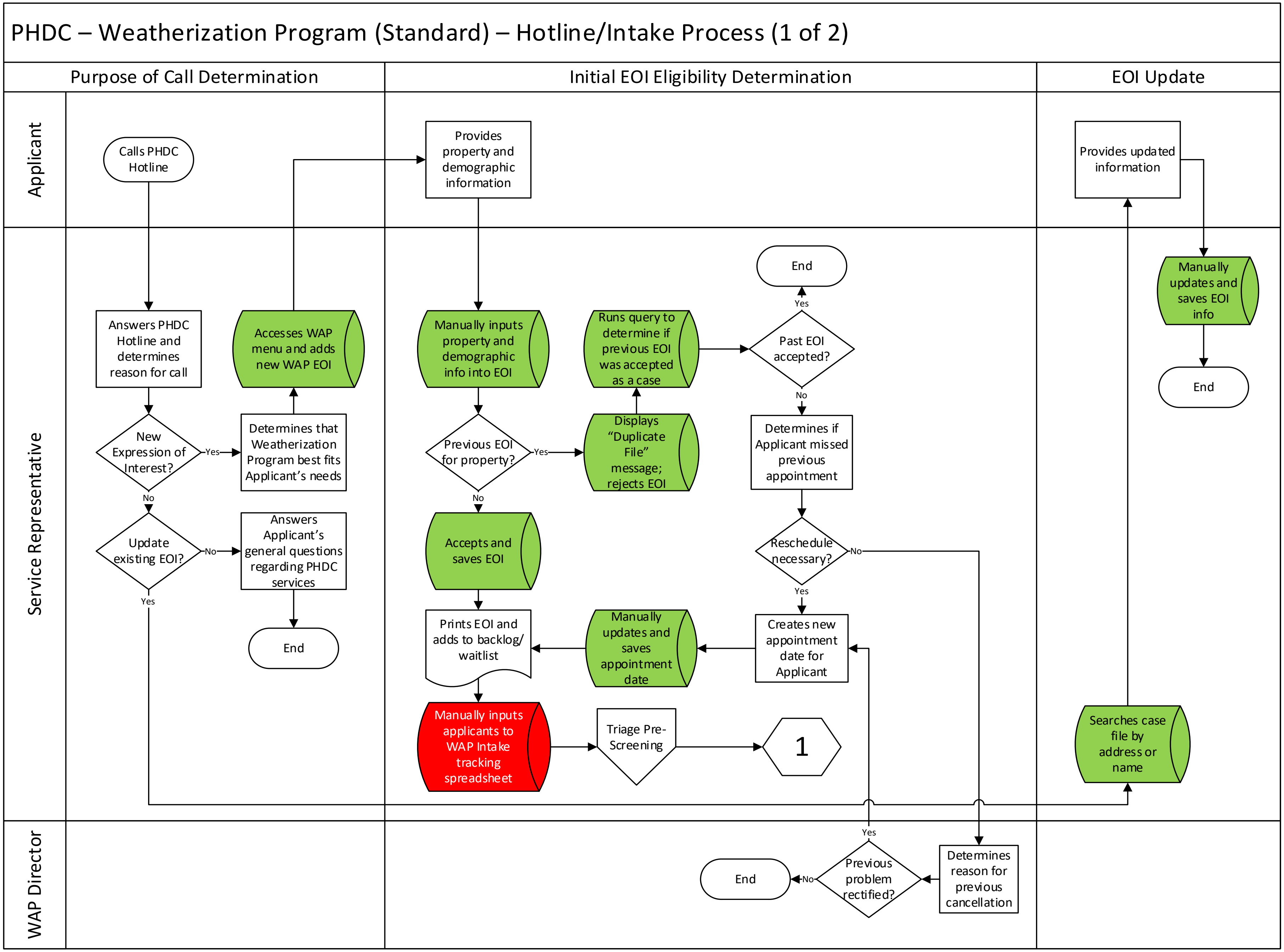
Weatherization Assistance Program (Standard) – Overview

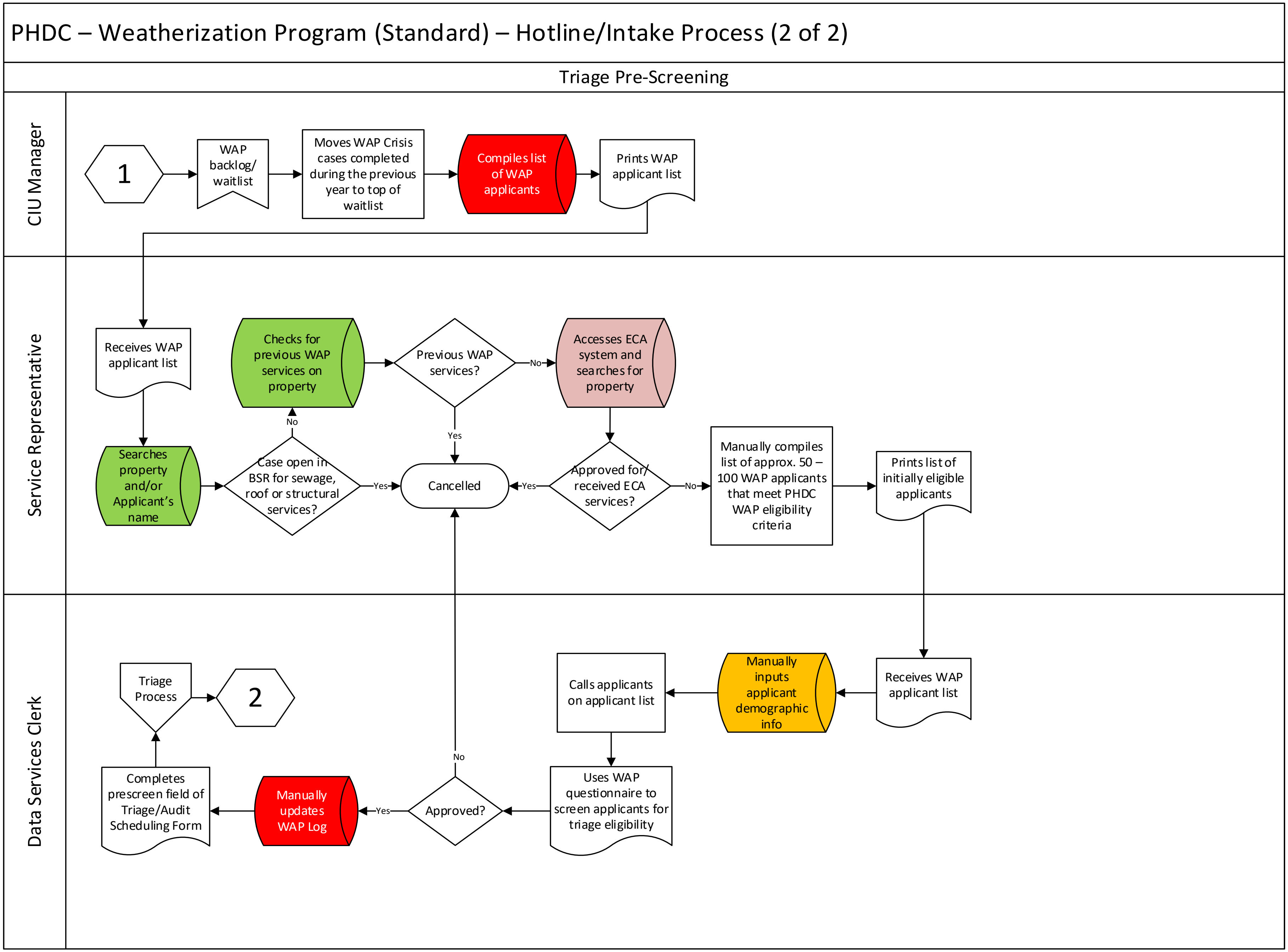
- WAP assists low-income Philadelphia homeowners and renters by increasing efficiency in their homes and apartments. WAP makes homes more affordable to live in in by reducing energy costs. These improvements are based on a PHDC employee inspection and can include caulking, window and door repairs, attic and bay insulation, low-e storm windows, CFL lightbulbs, hot water tanks, heater replacements and new windows and doors.
- WAP is comprised of the following funding sources:
  - LIHEAP (Low income Home Energy Assistance Program)
  - CRISIS
  - DOE (Department of Energy)

- Eligibility Criteria:
  - Clients must own or rent the property
  - The property cannot have received Weatherization services in the past
  - Households must be earning a maximum of 200% of the federal poverty level. (Income for all residents is counted)
  - The property must not need major structural, plumbing, electric or roofing repairs
  - All utilities must be on at the property
  - Renters may apply (approval by landlord is required)
  - Landlords may be required to contribute a portion of the total cost of the Weatherization services to be provided, which are determined during an energy audit, after the applicant is approved. However, if the tenant pays both gas and electric utilities and the accounts are under the
    tenant's name no landlord contribution is required

- Processes:
  1. Hotline/Intake
  2. Triage Inspection
  3. Orientation
  4. Home Energy Audit
  5. Contractor Assignment and Job Execution
  6. Change Order
  7. Final Inspection
  8. Contractor Payment
  9. Compliance and Archiving

WAP (Standard) – Hotline/Intake


PHDC – Weatherization Program (Standard) – Hotline/Intake Process (1 of 2)
Purpose of Call Determination
Initial EOI Eligibility Determination
EOI Update
Applicant
Service Representative
WAP Director
Calls PHDC Hotline
Answers PHDC Hotline and determines reason for call
New Expression of Interest?
Yes
Determines that Weatherization Program best fits Applicant's needs
Accesses WAP menu and adds new WAP EOI
No
Update existing EOI?
No
Answers Applicant's general questions regarding PHDC services
End
Yes
Provides property and demographic information
Manually inputs property and demographic info into EOI
Previous EOI for property?
Yes
Displays "Duplicate File" message; rejects EOI
Runs query to determine if previous EOI was accepted as a case
Past EOI accepted?
Yes
End
No
Determines if Applicant missed previous appointment
Reschedule necessary?
No
Yes
Creates new appointment date for Applicant
Manually updates and saves appointment date
Prints EOI and adds to backlog/ waitlist
No
Accepts and saves EOI
Manually inputs applicants to WAP Intake tracking spreadsheet
Triage Pre-Screening
1
Determines reason for previous cancellation
Previous problem rectified?
Yes
No
End
Provides updated information
Manually updates and saves EOI info
End
Searches case file by address or name

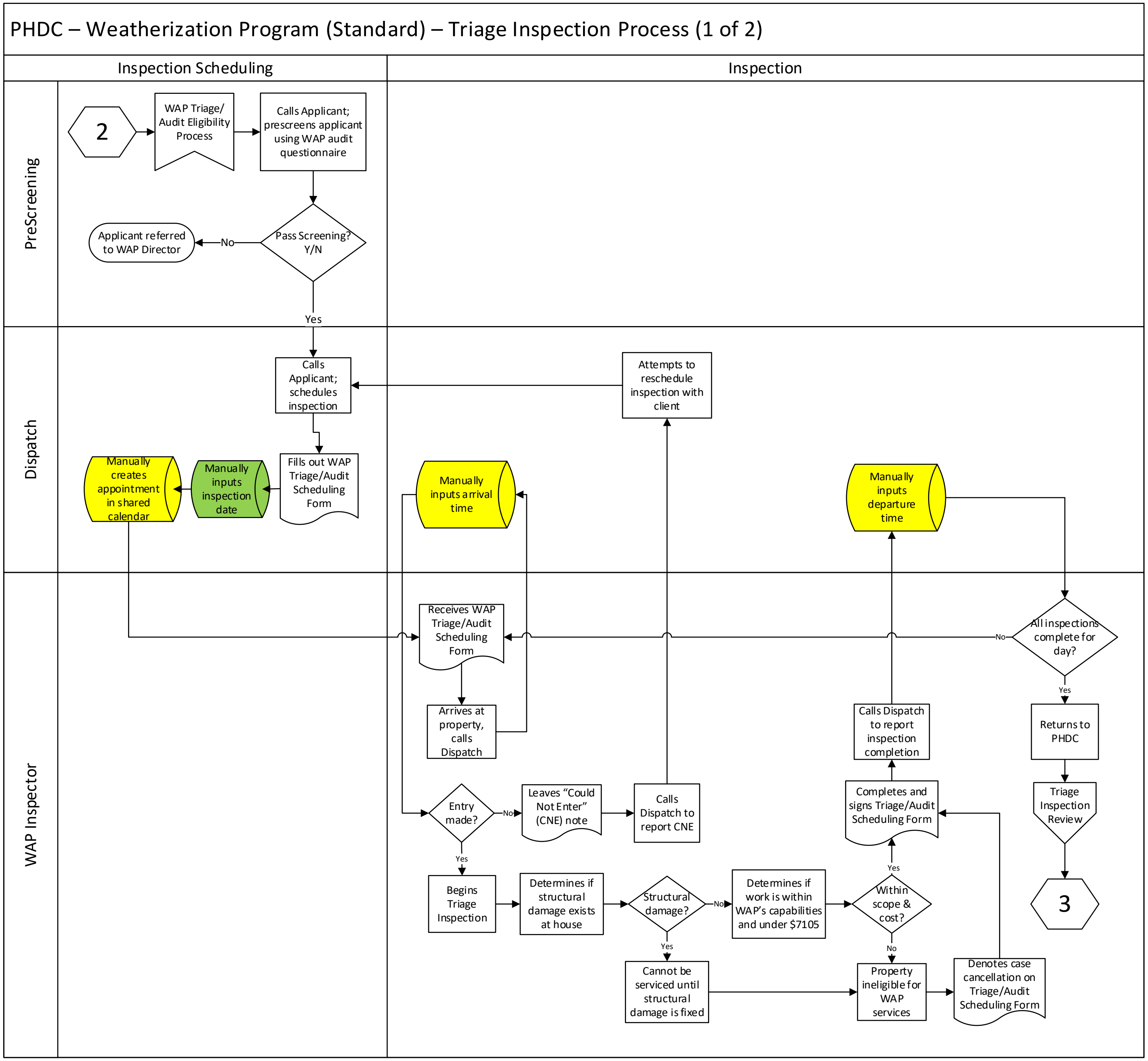

PHDC – Weatherization Program (Standard) – Hotline/Intake Process (2 of 2)
Triage Pre-Screening
CIU Manager
Service Representative
Data Services Clerk
1
WAP backlog/ waitlist
Moves WAP Crisis cases completed during the previous year to top of waitlist
Compiles list of WAP applicants
Prints WAP applicant list
Receives WAP applicant list
Searches property and/or Applicant's name
Case open in BSR for sewage, roof or structural services?
No
Checks for previous WAP services on property
Previous WAP services?
No
Yes
Accesses ECA system and searches for property
Yes
Cancelled
Yes
Approved for/ received ECA services?
No
Manually compiles list of approx. 50 – 100 WAP applicants that meet PHDC WAP eligibility criteria
Prints list of initially eligible applicants
Receives WAP applicant list
Manually inputs applicant demographic info
Calls applicants on applicant list
Uses WAP questionnaire to screen applicants for triage eligibility
Approved?
No
Yes
Manually updates WAP Log
Completes prescreen field of Triage/Audit Scheduling Form
Triage Process
2

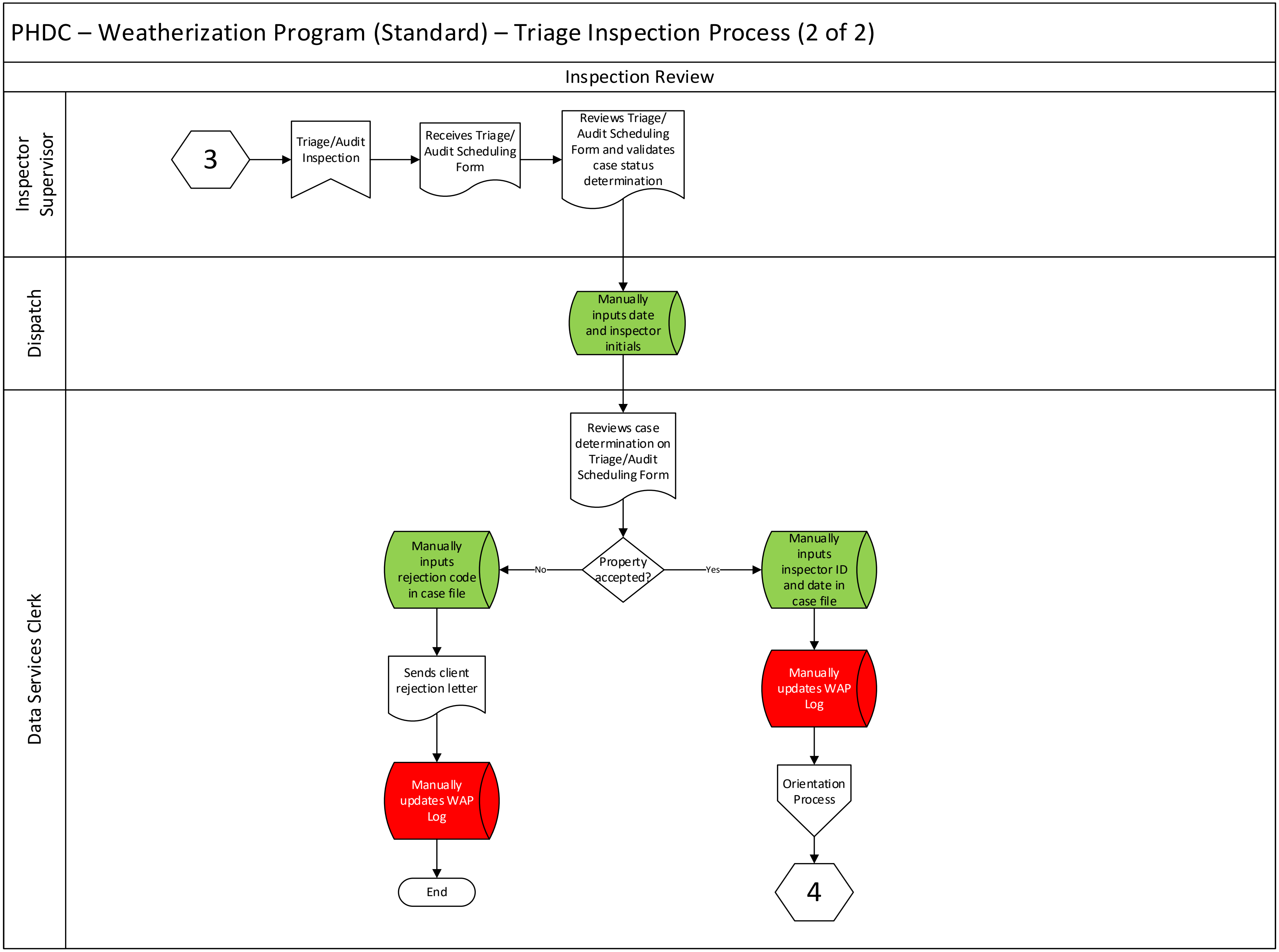
WAP (Standard) – Hotline/Intake Synopsis

Data Elements	Process Summary	Process Outcomes

<u>AS/400 – HIP</u>
• Name
• Address
• Phone Number
• Interest Expressed Date
• Indication of Owner/Renter
• Taxes on property current? Y/N
 	
<u>Hancock Energy Software (HES)</u>
• Name
• Address
• Date
 	
<u>Excel – WAP Triage Tracking Log</u>
• Name
• Address
• Phone Number
• Case Number
• Status
 	
<u>Triage/Audit Scheduling Form (Paper)</u>
Section 1 – Prescreen Questionnaire
• See attached
 	
<u>Salesforce - Energy Coordinating Agency (ECA)</u>
• Address
• Applicant received WAP services? Y/N
	• Program which best fits client's needs established
	• Caller verified to not have an existing application
	  o If duplicate application, acceptance of previous case determined
	  o If previous cancellation, rectification of the issue causing the cancellation verified
	• Caller verified regarding previous work done
	  o If yes, applicant is considered not-eligible
	  o If no, intake process continues
	• Case/EOI information updated, if necessary
	• Basis applicant information captured
	• Address validated
	• Applicant's initial eligibility for WAP determined
	• Applicant pre-screened for Triage Inspection eligibility
	• List of eligible applicants generated
		• Expression of Interest (EOI) generated or cancelled
		• Initial eligibility determined
		• Case/contact information updated

WAP (Standard) – Triage Inspection

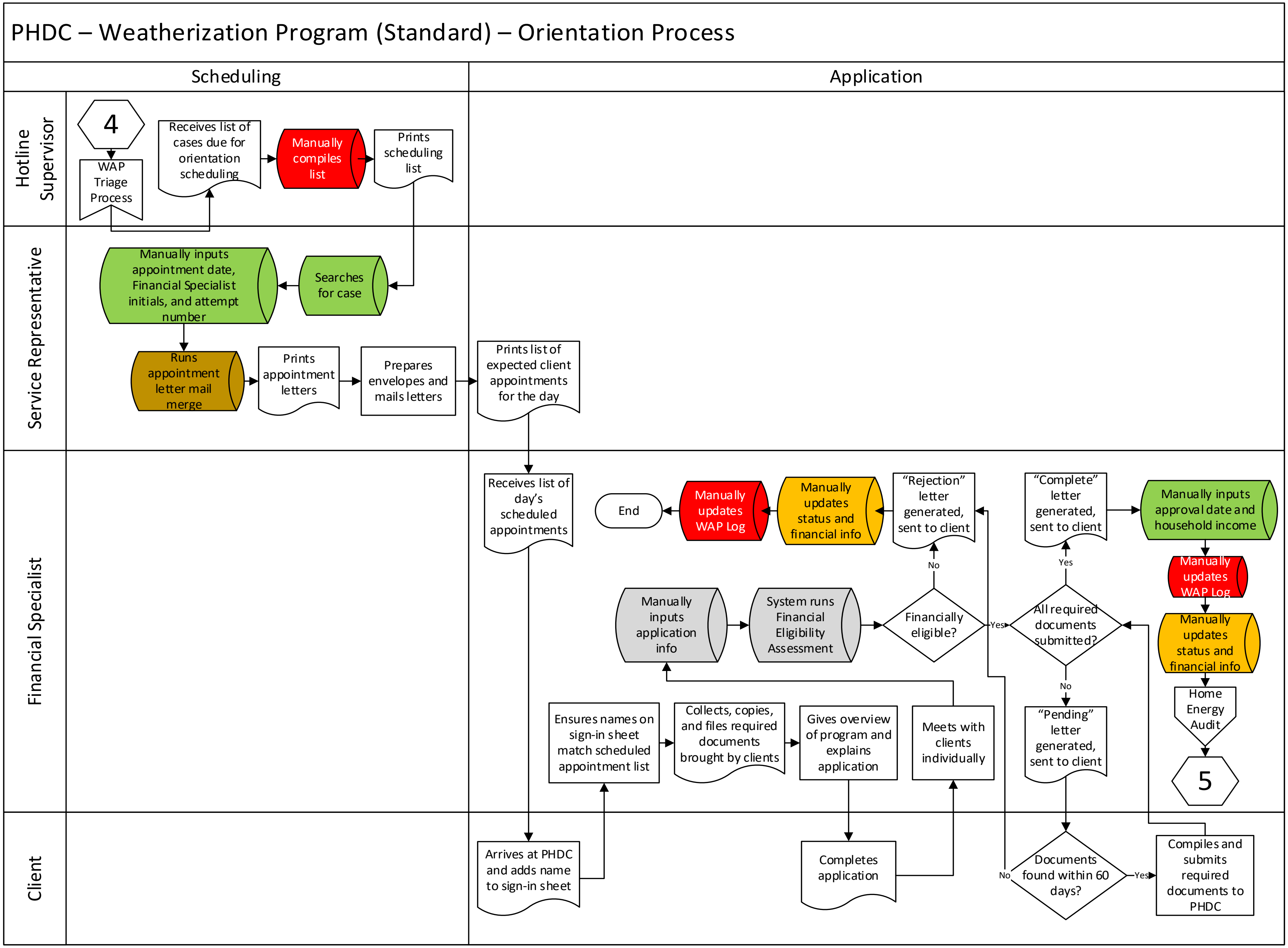

PHDC – Weatherization Program (Standard) – Triage Inspection Process (1 of 2)
Inspection Scheduling
Inspection
PreScreening
Dispatch
WAP Inspector
2
WAP Triage/ Audit Eligibility Process
Calls Applicant; prescreens applicant using WAP audit questionnaire
Pass Screening? Y/N
No
Applicant referred to WAP Director
Yes
Calls Applicant; schedules inspection
Attempts to reschedule inspection with client
Fills out WAP Triage/Audit Scheduling Form
Manually inputs inspection date
Manually creates appointment in shared calendar
Manually inputs arrival time
Manually inputs departure time
Receives WAP Triage/Audit Scheduling Form
All inspections complete for day?
No
Yes
Arrives at property, calls Dispatch
Calls Dispatch to report inspection completion
Returns to PHDC
Entry made?
No
Leaves "Could Not Enter" (CNE) note
Calls Dispatch to report CNE
Completes and signs Triage/Audit Scheduling Form
Triage Inspection Review
Yes
Begins Triage Inspection
Determines if structural damage exists at house
Structural damage?
No
Determines if work is within WAP's capabilities and under $7105
Within scope & cost?
Yes
No
3
Cannot be serviced until structural damage is fixed
Property ineligible for WAP services
Denotes case cancellation on Triage/Audit Scheduling Form


PHDC – Weatherization Program (Standard) – Triage Inspection Process (2 of 2)
Inspection Review
Inspector Supervisor
Dispatch
Data Services Clerk
3
Triage/Audit Inspection
Receives Triage/ Audit Scheduling Form
Reviews Triage/ Audit Scheduling Form and validates case status determination
Manually inputs date and inspector initials
Reviews case determination on Triage/Audit Scheduling Form
Property accepted?
No
Yes
Manually inputs rejection code in case file
Sends client rejection letter
Manually updates WAP Log
End
Manually inputs inspector ID and date in case file
Manually updates WAP Log
Orientation Process
4

WAP (Standard) – Triage Inspection Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • Inspection Date • Inspector Initials • Status Code • Inspection Time <u>Excel – WAP Triage Tracking Log</u> • Triage Inspection Date • Inspector Name • Name • Address • Phone Number • Case Number • Case Status <u>Triage/Audit Scheduling Form (Paper)</u> ***Section 2 – Dispatch Scheduling*** • Date Triage Scheduled • Inspector • Date of Triage Completion • Inspector Arrival Time • Inspection Completion Time • Letter Mailed? Y/N • Rescheduled? Y/N • Status: o Deferred (Cancelled) o Referred for Audit o Referred to CIU (Orientation) ***Section 3 – Triage Property Information*** • House Type • Fuel Source • Basement Type • Roof • Problems/Violations • Ceilings	• Applicants prescreened • Triage/Audit Inspection scheduled • If inspector could not enter house appointment rescheduled • Determined if house has structural damage • Determined if job is under cost threshold and within scope of WAP services • Inspection findings documented • Determined if property is accepted or cancelled/deferred o If accepted, case sent to Orientation process o If cancelled, rejection letter sent	• Property eligibility determined

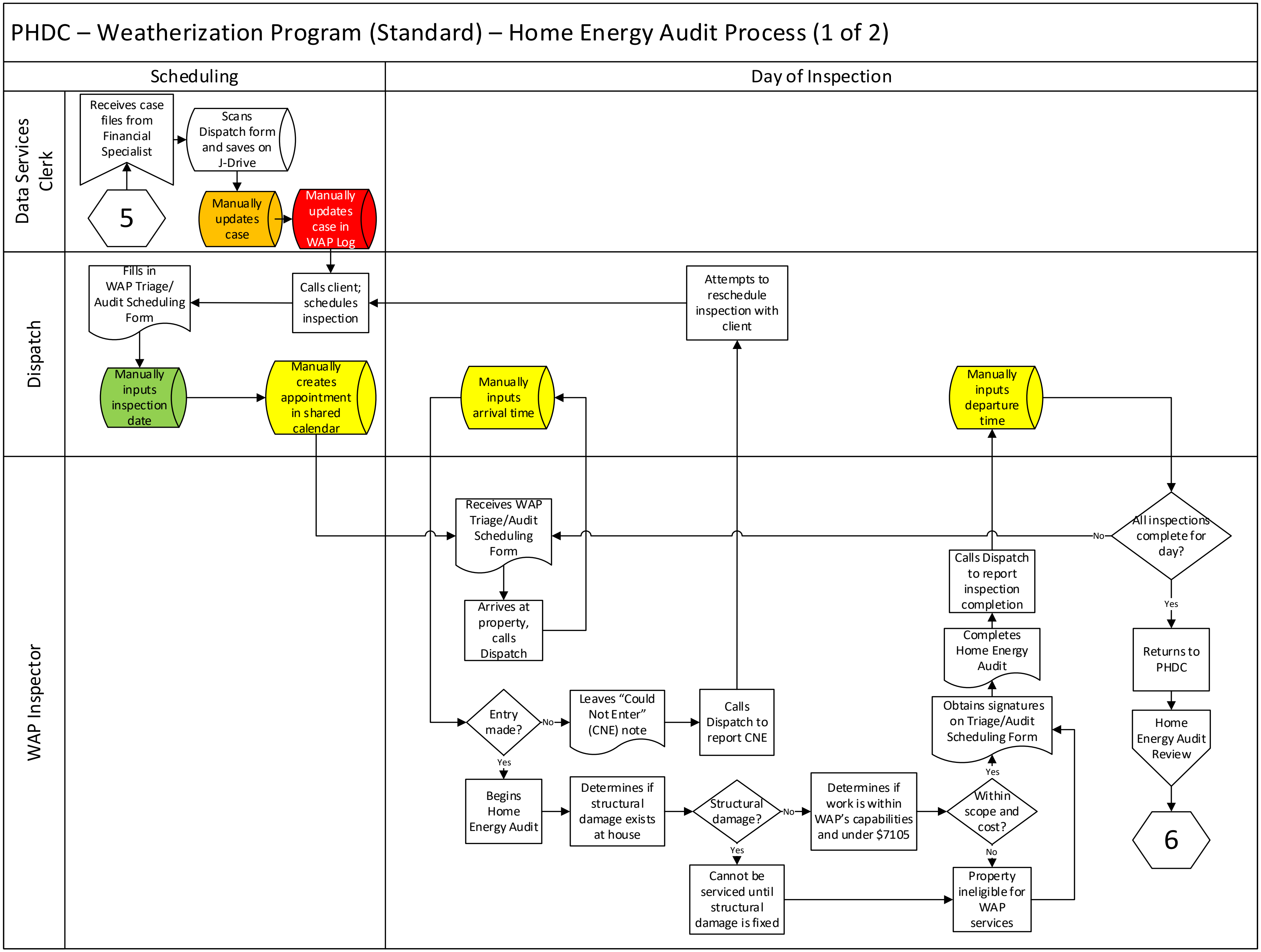
WAP (Standard) – Orientation

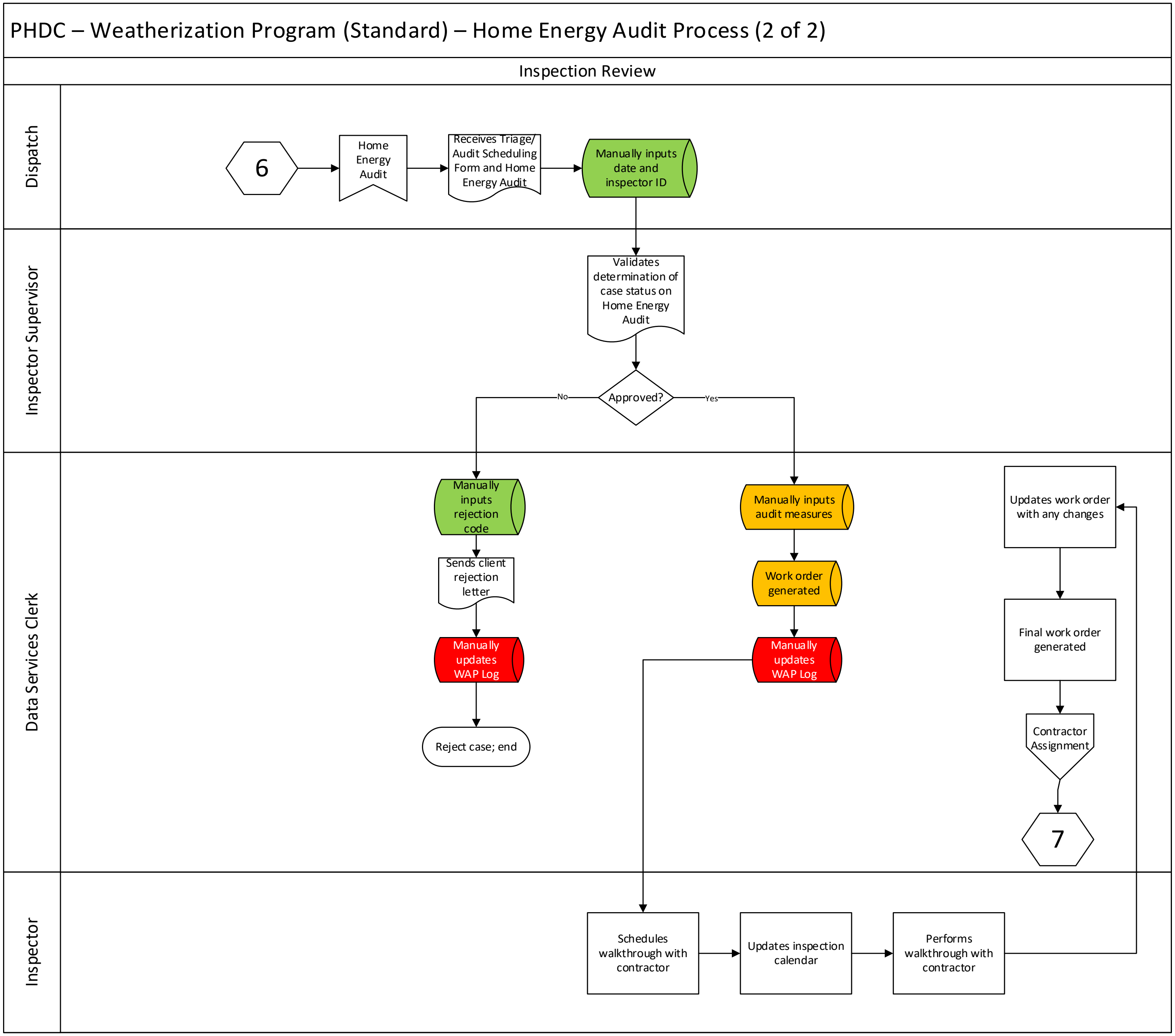

PHDC – Weatherization Program (Standard) – Orientation Process
Scheduling
Application
Hotline Supervisor
Service Representative
Financial Specialist
Client
4
WAP Triage Process
Receives list of cases due for orientation scheduling
Manually compiles list
Prints scheduling list
Searches for case
Manually inputs appointment date, Financial Specialist initials, and attempt number
Runs appointment letter mail merge
Prints appointment letters
Prepares envelopes and mails letters
Prints list of expected client appointments for the day
Receives list of day's scheduled appointments
Arrives at PHDC and adds name to sign-in sheet
Ensures names on sign-in sheet match scheduled appointment list
Collects, copies, and files required documents brought by clients
Gives overview of program and explains application
Completes application
Meets with clients individually
Manually inputs application info
System runs Financial Eligibility Assessment
Financially eligible?
No
Yes
"Rejection" letter generated, sent to client
Manually updates status and financial info
Manually updates WAP Log
End
All required documents submitted?
Yes
No
"Complete" letter generated, sent to client
"Pending" letter generated, sent to client
Documents found within 60 days?
No
Yes
Compiles and submits required documents to PHDC
Manually inputs approval date and household income
Manually updates WAP Log
Manually updates status and financial info
Home Energy Audit
5

WAP (Standard) – Orientation Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • Orientation Appointment Date • Financial Specialist Initials • Appointment Attempt Number <u>CATS</u> • See WAP Application Attachment <u>HES</u> • Client Application Status • Date <u>Excel – WAP Tracking Log</u> • Name • Orientation Date • Case/Application Status <u>Word – Orientation Appointment Letter</u> • Date • Name • Address • Service Type • Appointment Date and Time <u>Client Documents</u> • Proof of Income • Proof of Ownership • Tax Status • Mortgage Status • Current Bank Statement <u>Sign-in Sheet (Paper)</u> • Applicant Name • Date	• Case assigned to Financial Specialist • Orientation scheduled • Orientation attendance verified • Program services and application explained to client • Client application completed (paper) • Individual client meeting with Financial Specialist • Application manually entered into CATS • Required documents collected and verified • Financial eligibility determined by CATS • Case sent to Home Energy Audit process if eligible	• Client financial eligibility determined • Application completed • Case approved, rejected, or pending until required documents are received

WAP (Standard) – Home Energy Audit


PHDC – Weatherization Program (Standard) – Home Energy Audit Process (1 of 2)
Scheduling
Day of Inspection
Data Services Clerk
Dispatch
WAP Inspector
Receives case files from Financial Specialist
Scans Dispatch form and saves on J-Drive
5
Manually updates case
Manually updates case in WAP Log
Fills in WAP Triage/ Audit Scheduling Form
Calls client; schedules inspection
Attempts to reschedule inspection with client
Manually inputs inspection date
Manually creates appointment in shared calendar
Manually inputs arrival time
Manually inputs departure time
Receives WAP Triage/Audit Scheduling Form
All inspections complete for day?
No
Yes
Calls Dispatch to report inspection completion
Arrives at property, calls Dispatch
Completes Home Energy Audit
Returns to PHDC
Entry made?
No
Yes
Leaves "Could Not Enter" (CNE) note
Calls Dispatch to report CNE
Obtains signatures on Triage/Audit Scheduling Form
Home Energy Audit Review
Begins Home Energy Audit
Determines if structural damage exists at house
Structural damage?
No
Yes
Determines if work is within WAP's capabilities and under $7105
Within scope and cost?
Yes
No
6
Cannot be serviced until structural damage is fixed
Property ineligible for WAP services

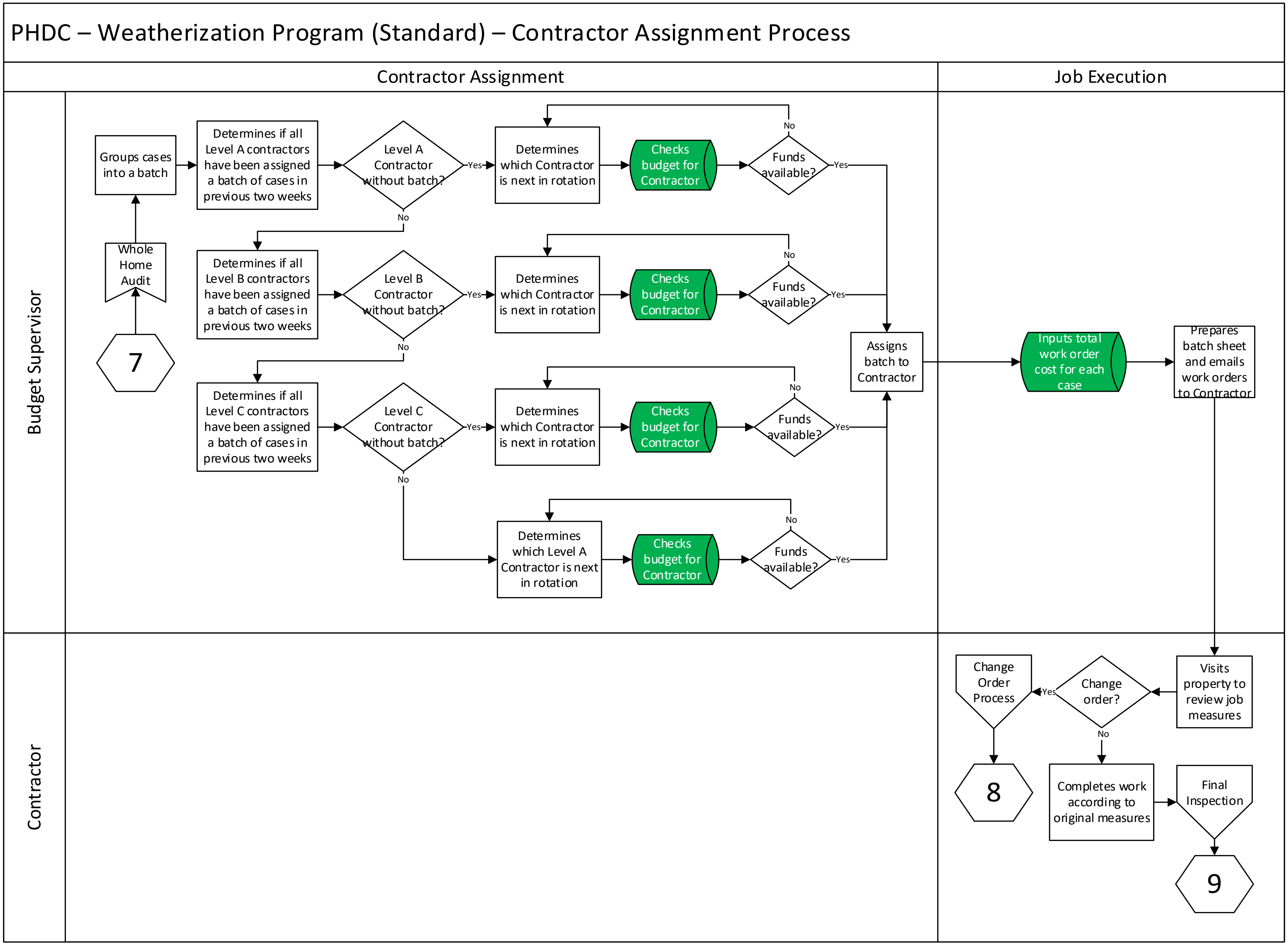

PHDC – Weatherization Program (Standard) – Home Energy Audit Process (2 of 2)
Inspection Review
Dispatch
Inspector Supervisor
Data Services Clerk
Inspector
6
Home Energy Audit
Receives Triage/ Audit Scheduling Form and Home Energy Audit
Manually inputs date and inspector ID
Validates determination of case status on Home Energy Audit
Approved?
No
Yes
Manually inputs rejection code
Sends client rejection letter
Manually updates WAP Log
Reject case; end
Manually inputs audit measures
Work order generated
Manually updates WAP Log
Updates work order with any changes
Final work order generated
Contractor Assignment
7
Schedules walkthrough with contractor
Updates inspection calendar
Performs walkthrough with contractor

WAP (Standard) – Home Energy Audit Synopsis

<table>
<tr><th>Data Elements</th><th>Process Summary</th><th>Process Outcomes</th></tr>
<tr><td>
<u>AS/400 – HIP</u>
Inspection Date
Inspector Initials
Status Code
Inspection Time
<u>Excel – WAP Tracking Log</u>
Inspector Name
Inspection Date
Name
Address
Phone Number
Case Number
Case Status
<u>HES</u>
Case Information/Status
Audit measures
<u>Triage/Audit Scheduling Form (Paper)</u>
Date Audit Scheduled
Inspector
Date of Audit Completion
Inspector Arrival Time
Inspection Completion Time
Inspector and Supervisor Signatures
Letter Mailed? Y/N
Rescheduled? Y/N
Status:
Audit Deferred
Performed walkthrough
Assigned to contractor
<u>WAP Audit Form (Paper)</u>

<u>A&C Voucher Form (Paper)</u>
Client Name, Signature, and Date
<u>Additional Fields Requested</u>
Job Status (Contractor)
</td><td>
Home Energy Audit inspection scheduled
Appointment rescheduled if inspector could not enter house
Determined if house has structural damage
Determined if job is under cost threshold and within scope of WAP services
WAP Audit Form completed to determine weatherization measures (specs) required for property
Schedule/perform walkthrough with contractor
Determined if measures are accepted/approved or cancelled/deferred
If accepted, work order generated and case sent to Contractor Assignment process
If cancelled, rejection letter sent
</td><td>
Property eligibility verified under Pennsylvania weatherization standards
Weatherization measures (job specs) established and approved
</td></tr>
</table>

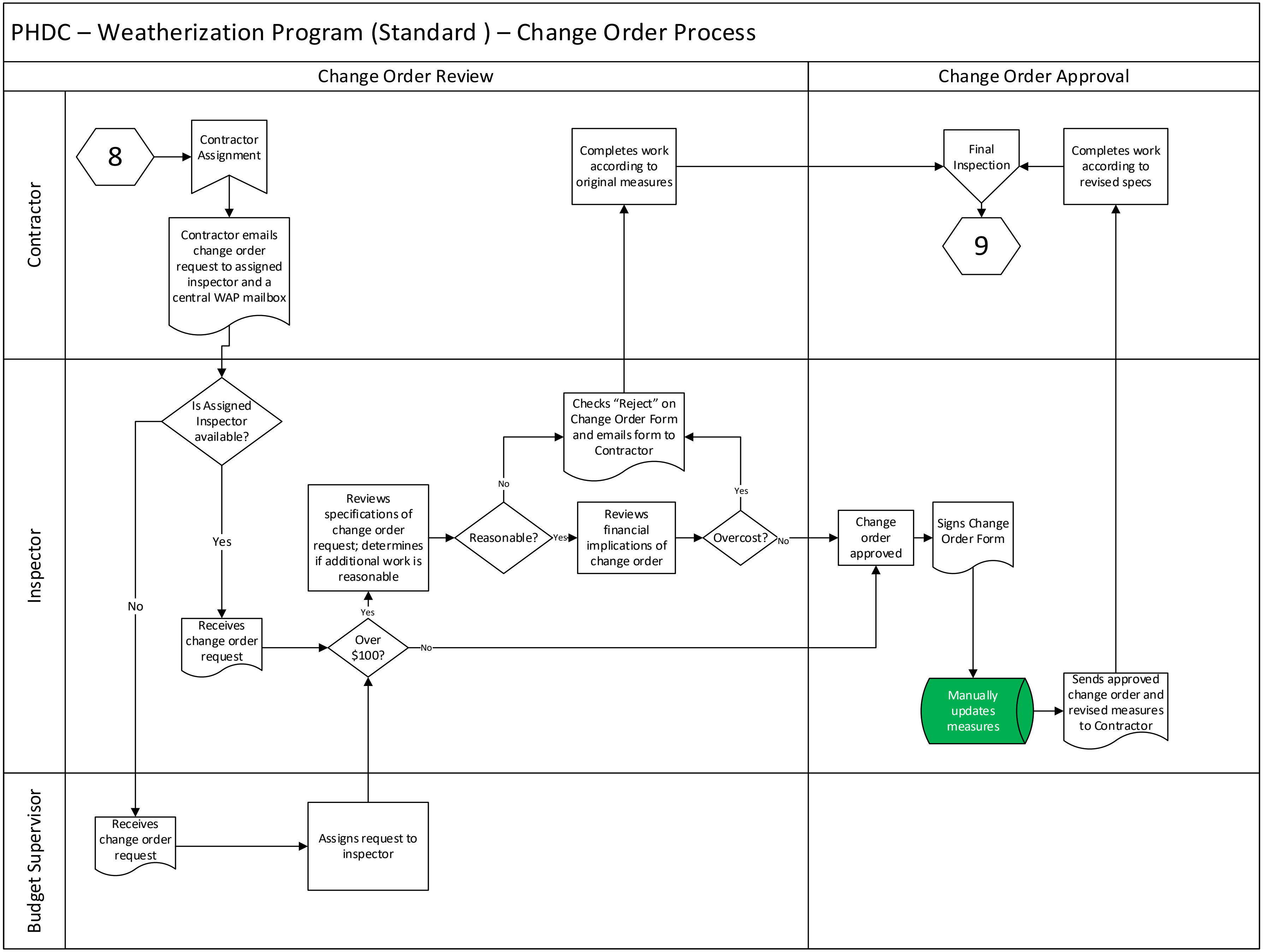
WAP (Standard) – Contractor Assignment and Job Execution


PHDC – Weatherization Program (Standard) – Contractor Assignment Process
Contractor Assignment
Job Execution
Budget Supervisor
Contractor
7
Whole Home Audit
Groups cases into a batch
Determines if all Level A contractors have been assigned a batch of cases in previous two weeks
Level A Contractor without batch?
Yes
No
Determines which Contractor is next in rotation
Checks budget for Contractor
Funds available?
Yes
No
Determines if all Level B contractors have been assigned a batch of cases in previous two weeks
Level B Contractor without batch?
Yes
No
Determines which Contractor is next in rotation
Checks budget for Contractor
Funds available?
Yes
No
Determines if all Level C contractors have been assigned a batch of cases in previous two weeks
Level C Contractor without batch?
Yes
No
Determines which Contractor is next in rotation
Checks budget for Contractor
Funds available?
Yes
No
Determines which Level A Contractor is next in rotation
Checks budget for Contractor
Funds available?
Yes
No
Assigns batch to Contractor
Inputs total work order cost for each case
Prepares batch sheet and emails work orders to Contractor
Visits property to review job measures
Change order?
Yes
No
Change Order Process
8
Completes work according to original measures
Final Inspection
9

WAP (Standard) – Contractor Assignment and Job Execution Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 - HTE</u> • Contractor Type • Contractor Internal Identification Number • Cost of each measure • Final Cost <u>Excel – Work Order Batch Sheet</u> • Contractor Name • HTE Line Number • Case Number • Client Addresses <u>Work Order Form (Paper)</u> • See Appendix	• Determined if case will go to Level A, B, or C Contractor • Determined if Contractor has available funds for work order • Contractor assigned to job • Batch Sheet prepared • Work order(s) sent to Contractor • All work on Client's house completed	• Contractor assigned to case • Work completed by Contractor

WAP (Standard) – Change Order

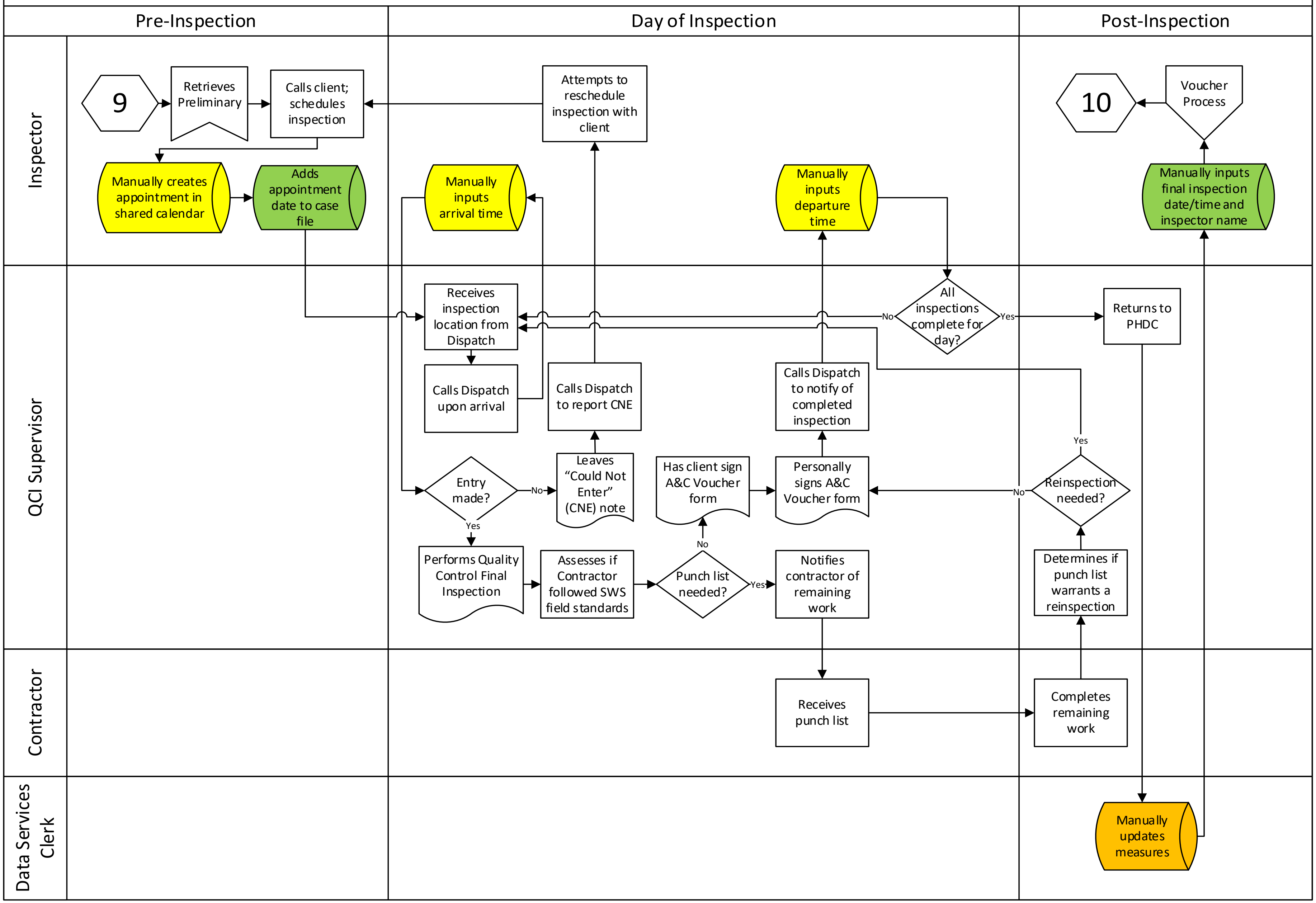

PHDC – Weatherization Program (Standard) – Change Order Process
Change Order Review
Change Order Approval
Contractor
Inspector
Budget Supervisor
8
Contractor Assignment
Contractor emails change order request to assigned inspector and a central WAP mailbox
Is Assigned Inspector available?
Yes
No
Receives change order request
Assigns request to inspector
Receives change order request
Over $100?
Yes
No
Reviews specifications of change order request; determines if additional work is reasonable
Reasonable?
No
Yes
Checks "Reject" on Change Order Form and emails form to Contractor
Completes work according to original measures
Reviews financial implications of change order
Overcost?
Yes
No
Change order approved
Signs Change Order Form
Manually updates measures
Sends approved change order and revised measures to Contractor
Completes work according to revised specs
Final Inspection
9

WAP (Standard) – Change Order Synopsis

<table>
<tr><th>Data Elements</th><th>Process Summary</th><th>Process Outcomes</th></tr>
<tr>
<td><u>AS/400 – HTE</u>
Adjustments for total cost due to change order
<u>Change Order Form (Paper)</u>
Case Number
Date
PHDC Inspector
Contractor
Original Job Cost
Change Order Amount
New Total Cost
Address
Contractor Signature and Date
Client Name, Signature, and Date
Director Approval Signature and Date
Addition/Deletion Description and Cost Change
Addition/Deletion Total Cost Change
Comments</td>
<td>Change order either approved or denied
If change order approved, job specifications updated and sent to Contractor
If change order denied, Contractor informed of denial and instructed to proceed with initial specifications
Measures and costs updated in HTE, if necessary
All work on Client’s house completed</td>
<td>Change order reviewed, approved or denied
Measures and costs updated
Work completed by Contractor</td>
</tr>
</table>

WAP (Standard) – Final Inspection

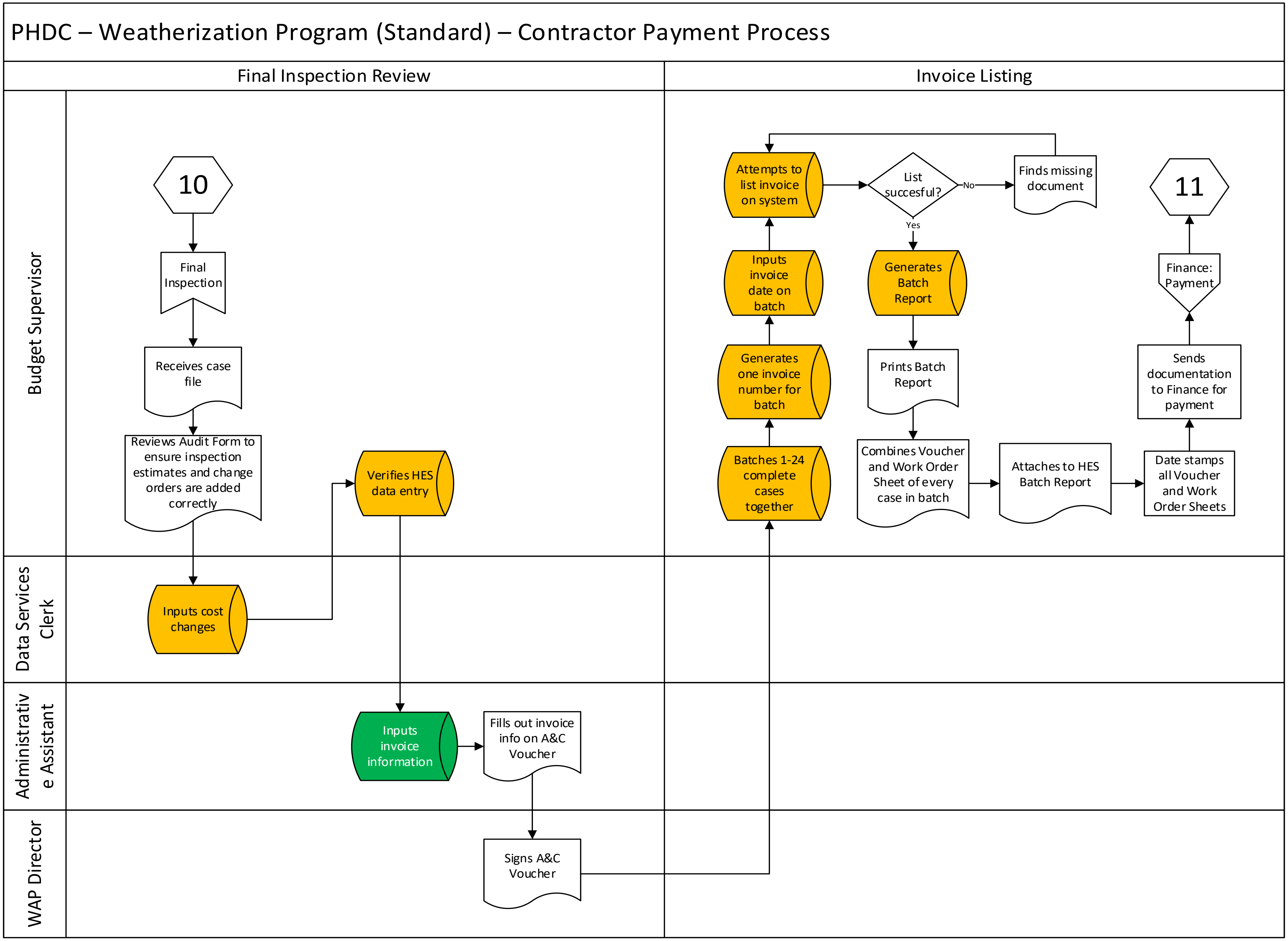
PHDC – Weatherization Program (Standard) – Final Inspection Process



WAP (Standard) – Final Inspection Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • Inspector • Inspection Date <u>HES</u> • Inspection Measures <u>A&C Voucher Form (Paper)</u> • Inspector Name, Signature and Date • Contractor Name, Signature and Date • Client Name, Signature and Date <u>Quality Control Final Inspection Form</u> • See Appendix	• Final Inspection scheduled with Client • Appointment rescheduled if Inspector could not enter house • Contractor work verified against SWS standards; if not approved, work fixed by Contractor and verified again by Inspector • Findings from inspection recorded • Case transferred to Budget Unit for review	• Contractor work verified against SWS standards

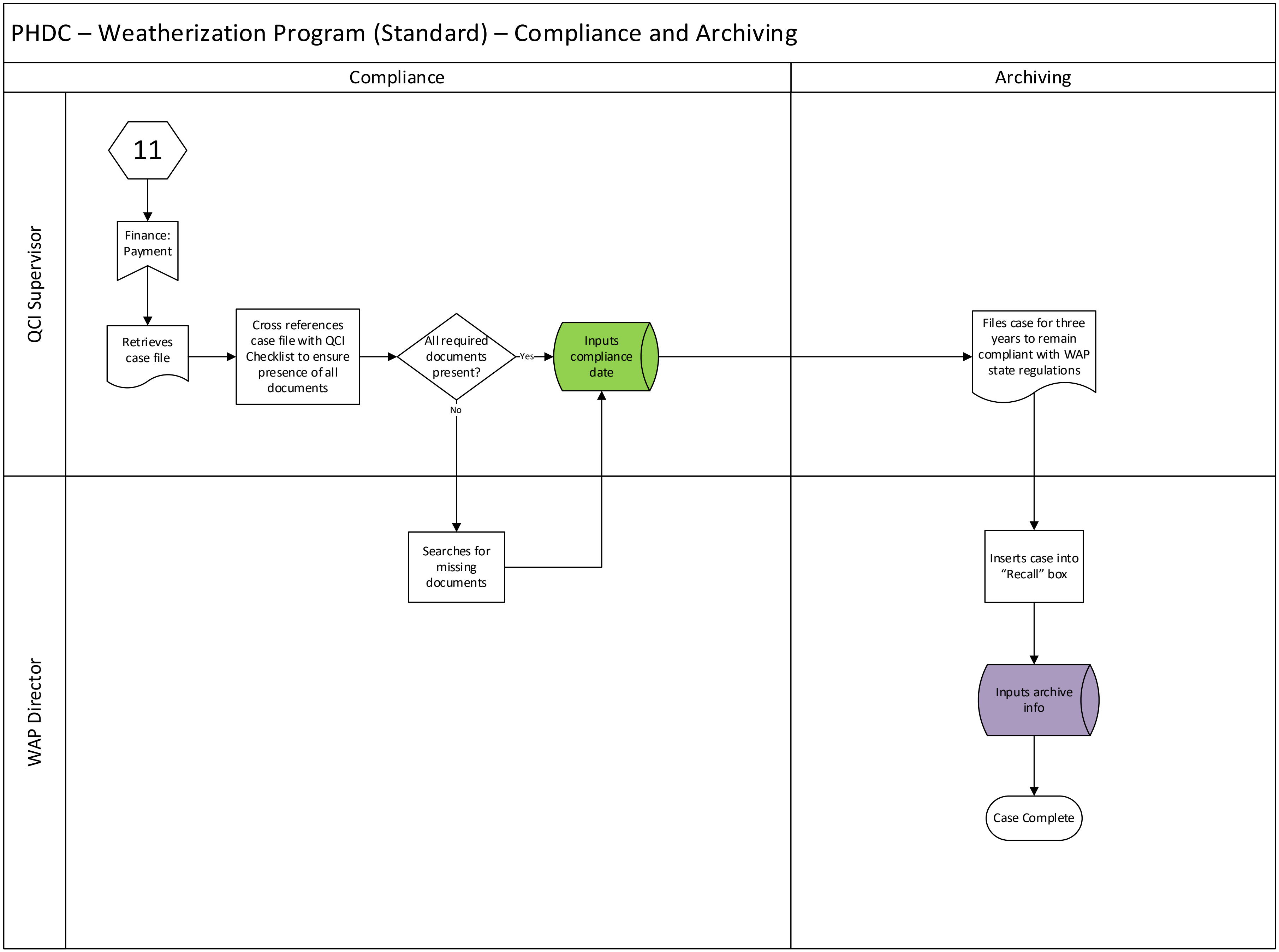
WAP (Standard) – Contractor Payment



WAP (Standard) – Contractor Payment Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HTE</u> • Client Address • Client Name • Date Completed • Job Description (“Vendor part number”) • Quantity Ordered and Received • Unit Cost • Account Number • PHDC Representative • Purchase Order Number <u>HES</u> • Cost Adjustments • Invoice Date <u>HES – List Report</u> • Invoice Number • Status • Agency Name • Cost • Funding Source • Invoice Date <u>A&C Voucher Form (Paper)</u> • Contractor Name • Case Number • Payment Amount • Contract Number • AA Signature and Date • Dept. Head Signature and Date <u>Invoice (Paper)</u>	• Case received from Final Inspection • Invoice and change orders reviewed • Invoice information recorded and data entry verified • Voucher created • Invoice listed; if unsuccessful list, missing document(s) located and invoice listed • Case sent to Finance for payment	• Invoice verified against list prices • Case sent to Finance for payment

WAP (Standard) – Compliance and Archiving


PHDC – Weatherization Program (Standard) – Compliance and Archiving
Compliance
Archiving
QCI Supervisor
WAP Director
11
Finance: Payment
Retrieves case file
Cross references case file with QCI Checklist to ensure presence of all documents
All required documents present?
Yes
No
Inputs compliance date
Searches for missing documents
Files case for three years to remain compliant with WAP state regulations
Inserts case into "Recall" box
Inputs archive info
Case Complete

WAP (Standard) – Compliance and Archiving Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • Compliance Date • Compliance Service Representative <u>Access – PHDC Archive Database</u> • Archive Date • Fiscal Year • Box Number • Case Number • Program Name • Address <u>QCI Checklist</u>	• Case received from Finance • File verified against QCI Checklist to contain all case certifications and specifications • Any missing documents located • Case filed for 3 years to maintain compliance with state regulations • Case file assigned to Recall box and archiving information recorded	• Compliance ensured • Case archived

Section IV – Weatherization Assistance Program (Crisis)

Weatherization Assistance Program (Crisis) – Overview

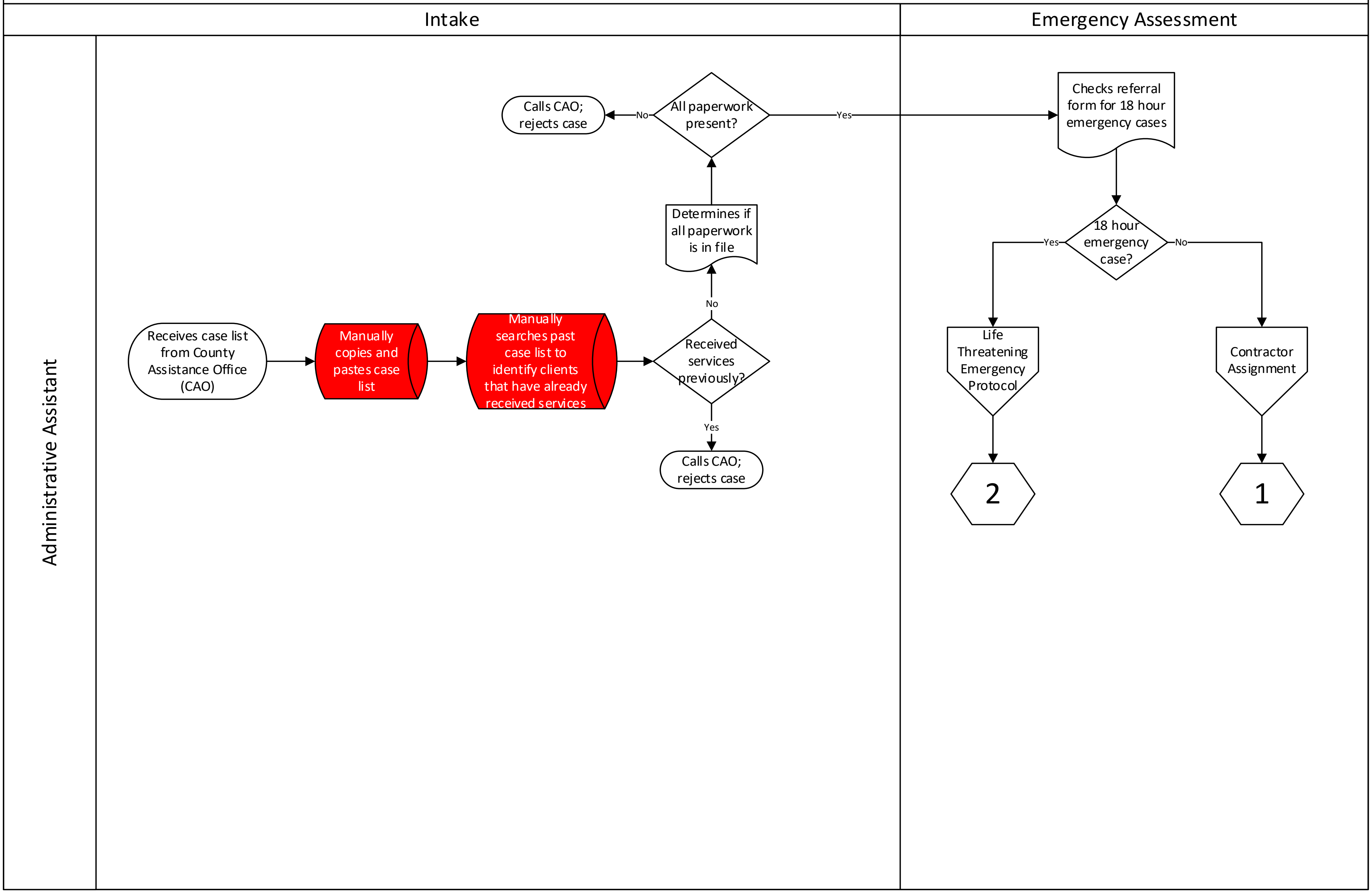
- Assists low-income Philadelphia homeowners and renters by increasing efficiency in their homes and apartments. WAP makes homes more affordable to live in in by reducing energy costs. These improvements are based on a PHDC employee inspection and can include caulking, window and door repairs, attic and bay insulation, low-e storm windows, CFL lightbulbs, hot water tanks, heater replacements and new windows and doors.
- WAP is comprised of the following funding sources:
    - LIHEAP (Low income Home Energy Assistance Program)
    - CRISIS
    - DOE (Department of Energy)

- Eligibility Criteria:
    - Clients must own or rent the property
    - Households must be earning a maximum of 200% of the federal poverty level. (Income for all residents is counted)
    - All utilities must be on at the property
    - Renters may apply (approval by landlord is required)
    - Landlords may be required to contribute a portion of the total cost of the Weatherization services to be provided, which are determined during an energy audit, after the applicant is approved. However, if the tenant pays both gas and electric utilities and the accounts are under the tenant's name no landlord contribution is required

- Processes:
    1. Intake
    2. Contractor Assignment and Job Execution
    3. Life Threatening Emergency
    4. Final Inspection
    5. Contractor Payment
    6. Compliance and Archiving

WAP (Crisis) – Intake

PHDC – Weatherization Program (CRISIS) – Intake and Contractor Assignment Process

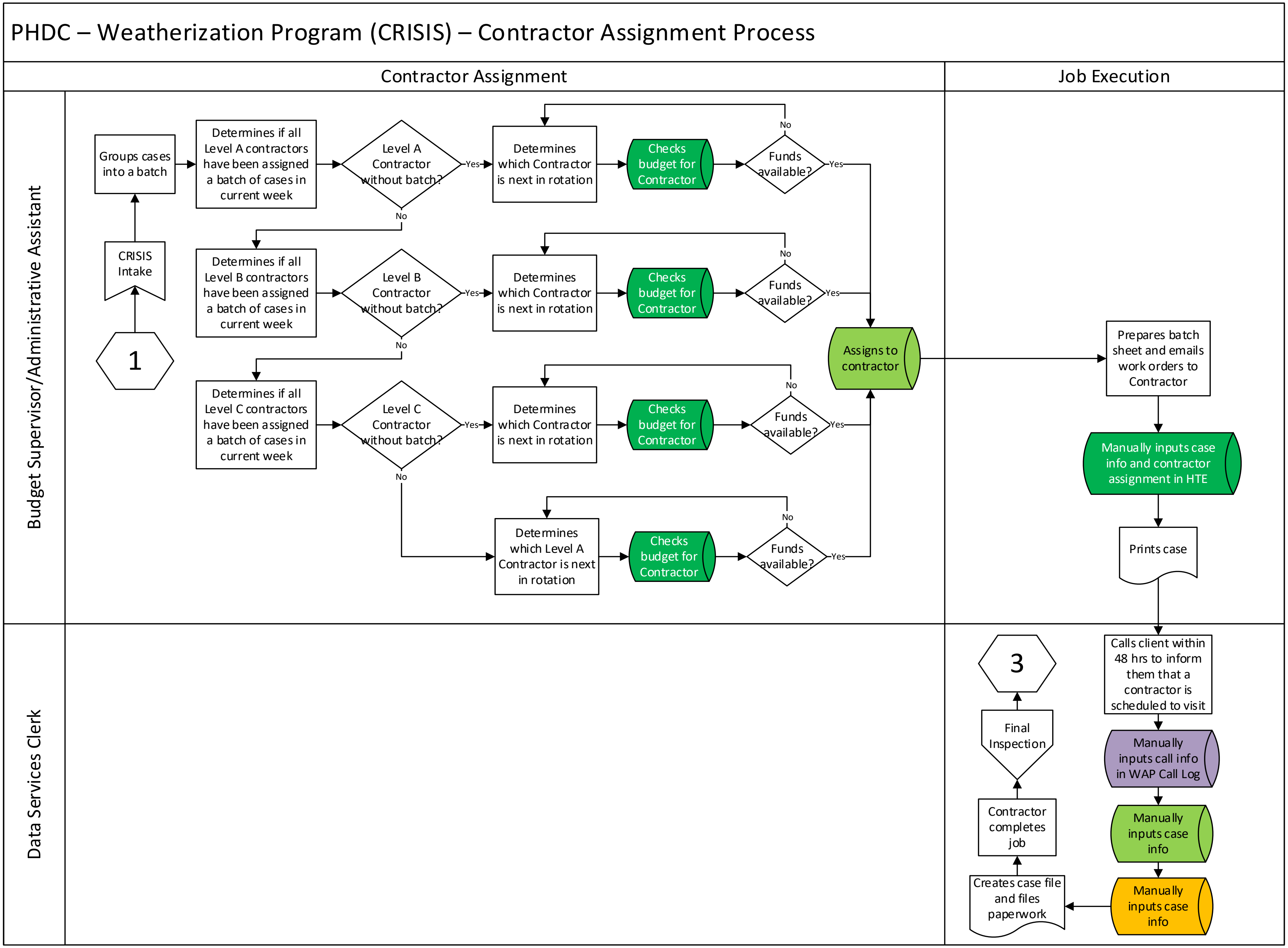


WAP (Crisis) – Intake Synopsis

Data Elements	Process Summary	Process Outcomes

<u>Excel – CAO Client Referral List</u>
• Date Received
• Name
• Record Number
• Address
• Phone Number
• Reason Weatherization Is Needed
• Date Scanned
• Narrative (Notes/Comments)
 	
<u>CAO Weatherization Crisis Referral (Paper)</u>
	• Case received from County Assistance Office (CAO)
	• Confirmed that client had not already received services; if client previously received services, CAO called and case rejected
	• All client paperwork received; if not all paperwork present, CAO called and case rejected
	• Determined if case is 18 hour emergency
	    o If emergency, sent to Life Threatening Emergency Protocol
	    o If no emergency, sent to Contractor Assignment
		• Case referral received
		• Eligibility determined

WAP (Crisis) – Contractor Assignment and Job Execution

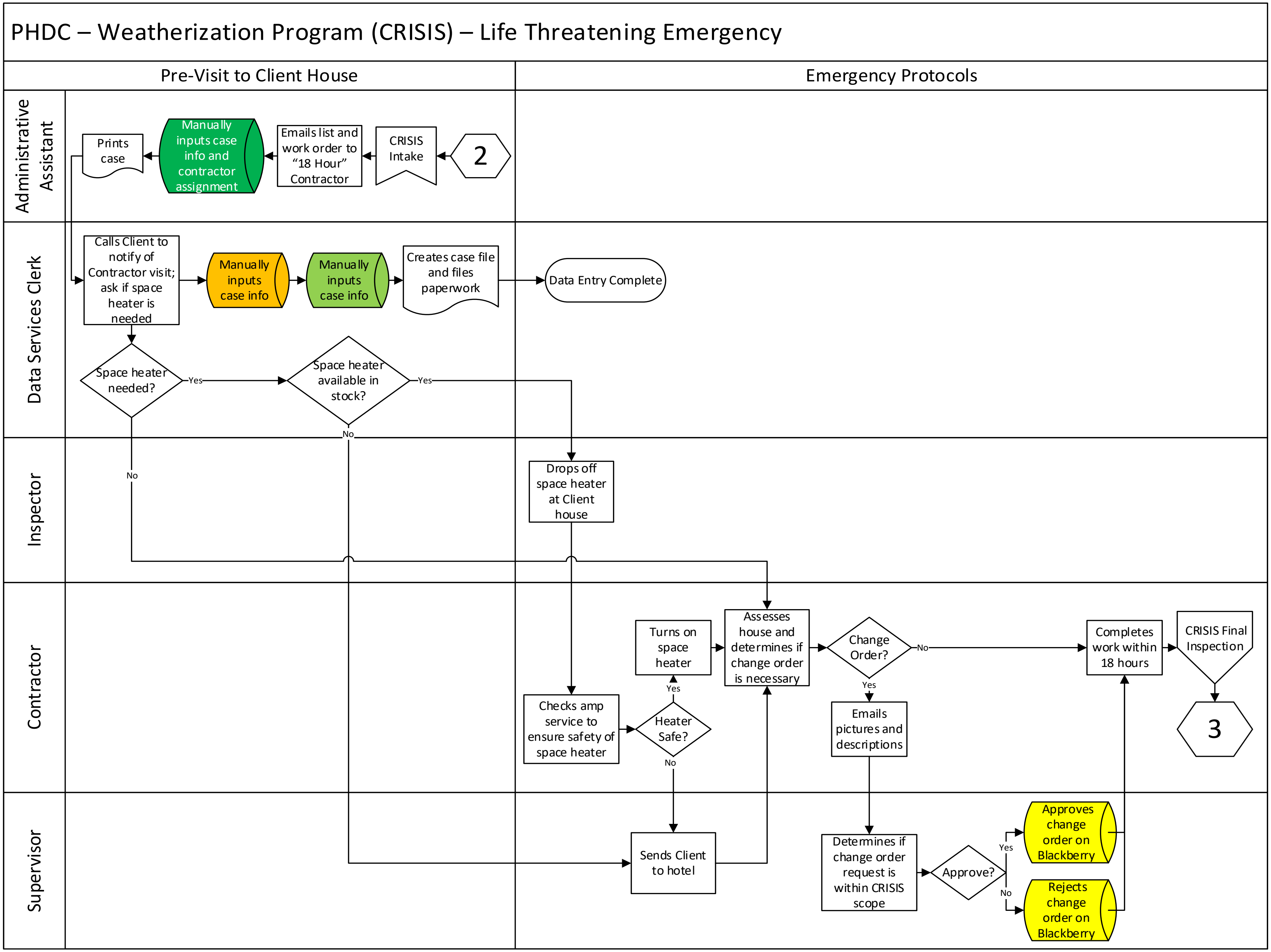


PHDC – Weatherization Program (CRISIS) – Contractor Assignment Process
Contractor Assignment
Job Execution
Budget Supervisor/Administrative Assistant
Data Services Clerk
1
CRISIS Intake
Groups cases into a batch
Determines if all Level A contractors have been assigned a batch of cases in current week
Level A Contractor without batch?
Determines which Contractor is next in rotation
Checks budget for Contractor
Funds available?
Determines if all Level B contractors have been assigned a batch of cases in current week
Level B Contractor without batch?
Determines which Contractor is next in rotation
Checks budget for Contractor
Funds available?
Determines if all Level C contractors have been assigned a batch of cases in current week
Level C Contractor without batch?
Determines which Contractor is next in rotation
Checks budget for Contractor
Funds available?
Determines which Level A Contractor is next in rotation
Checks budget for Contractor
Funds available?
Yes
No
Assigns to contractor
Prepares batch sheet and emails work orders to Contractor
Manually inputs case info and contractor assignment in HTE
Prints case
Calls client within 48 hrs to inform them that a contractor is scheduled to visit
Manually inputs call info in WAP Call Log
Manually inputs case info
Manually inputs case info
Creates case file and files paperwork
Contractor completes job
Final Inspection
3

WAP (Crisis) – Contractor Assignment and Job Execution Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP Portal</u> <u>AS/400 - HTE</u> • Administrative Assistant Name • Purchase Order Number • Item Description: Client Address, Name, Funding Source, Assigned Date, Service Type/Code, Change Order Status (if necessary), Finished Date • Service Type/Code • Quantity Ordered • Order Unit of Measurement (EOM) • Unit Cost • Account Number <u>HES – Client Intake</u> <u>Excel – Work Order Batch Sheet</u> <u>Access – WAP Call Log</u> • Name • Phone Number • Date of DHS Referral • Date and Time First Client Call • Response One: (Choose from dropdown) • Time Elapsed (Days) • Date and Time Second Client Call • Response One: (Choose from dropdown) • Date Letter Mailed • Letter Mailed (Y/N) • Life Threatening (Y/N) <u>Work Order Form (Paper)</u>	• Case assigned to Level A, B, or C Contractor • Contractor determined to have available funds for work order • Contractor assigned to job • Batch Sheet prepared • Work order(s) sent to Contractor • Initial case information recorded • Client notified of upcoming Contractor visit within 48 hours of referral • Heater installation completed	• Contractor assigned to case • Heater installed

WAP (Crisis) – Life Threatening Emergency

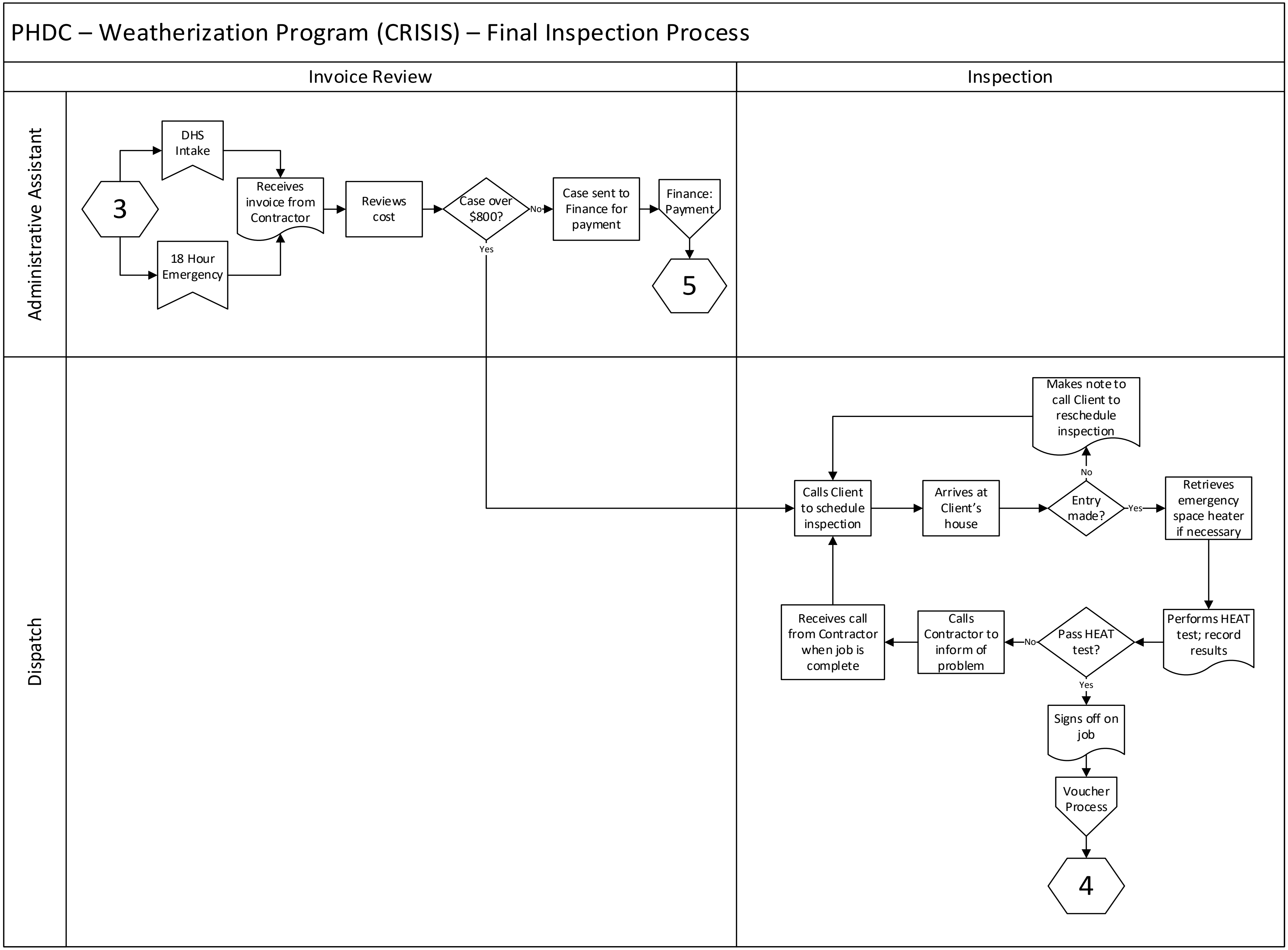

PHDC – Weatherization Program (CRISIS) – Life Threatening Emergency
Pre-Visit to Client House
Emergency Protocols
Administrative Assistant
Data Services Clerk
Inspector
Contractor
Supervisor
2
CRISIS Intake
Emails list and work order to "18 Hour" Contractor
Manually inputs case info and contractor assignment
Prints case
Calls Client to notify of Contractor visit; ask if space heater is needed
Manually inputs case info
Manually inputs case info
Creates case file and files paperwork
Data Entry Complete
Space heater needed?
Yes
No
Space heater available in stock?
Yes
No
Drops off space heater at Client house
Checks amp service to ensure safety of space heater
Heater Safe?
Yes
No
Turns on space heater
Assesses house and determines if change order is necessary
Change Order?
No
Yes
Emails pictures and descriptions
Completes work within 18 hours
CRISIS Final Inspection
3
Sends Client to hotel
Determines if change order request is within CRISIS scope
Approve?
Yes
No
Approves change order on Blackberry
Rejects change order on Blackberry

WAP (Crisis) – Life Threatening Emergency Synopsis

Data Elements	Process Summary	Process Outcomes

AS/400 – HIP Portal
AS/400 – HTE
• Administrative Assistant Name
• Purchase Order Number
• Item Description: Client Address, Name, Funding Source, Assigned Date, Service Type/Code, Change Order Status (if necessary), Finished Date
• Service Type/Code
• Quantity Ordered
• Order Unit of Measurement (EOM)
• Unit Cost
• Account Number
HES – Client Intake
 	
Access – WAP Call Log
• Name
• Phone Number
• Date of DHS Referral
• Date and Time First Client Call
• Response One: (Choose from dropdown)
• Time Elapsed (Days)
• Date and Time Second Client Call
• Response One: (Choose from dropdown)
• Date Letter Mailed
• Letter Mailed (Y/N)
• Life Threatening (Y/N)
 	
Work Order Form (Paper)
 	
Batch Sheet (Paper)
 	
Change Order Form (Paper)
	• "18 Hour" Contractor informed of emergency cases
	• Initial case information recorded
	• Client notified of Contractor visit
	• Inspector determines if space heater is necessary
	  o If necessary, space heater dropped off at Client's house and heater safety ensured
	    ▪ If safe, space heater turned on
	    ▪ If unsafe, Client sent to hotel
	• If change order, request reviewed and decision made whether to approve change order based on scope
	• Heater installation completed within 18 hours
		• Safety of Client ensured
		• Heater installed by Contractor within 18 hours

WAP (Crisis) – Final Inspection


PHDC – Weatherization Program (CRISIS) – Final Inspection Process
Invoice Review
Inspection
Administrative Assistant
Dispatch
3
DHS Intake
18 Hour Emergency
Receives invoice from Contractor
Reviews cost
Case over $800?
No
Yes
Case sent to Finance for payment
Finance: Payment
5
Makes note to call Client to reschedule inspection
Calls Client to schedule inspection
Arrives at Client's house
Entry made?
No
Yes
Retrieves emergency space heater if necessary
Performs HEAT test; record results
Pass HEAT test?
No
Yes
Calls Contractor to inform of problem
Receives call from Contractor when job is complete
Signs off on job
Voucher Process
4

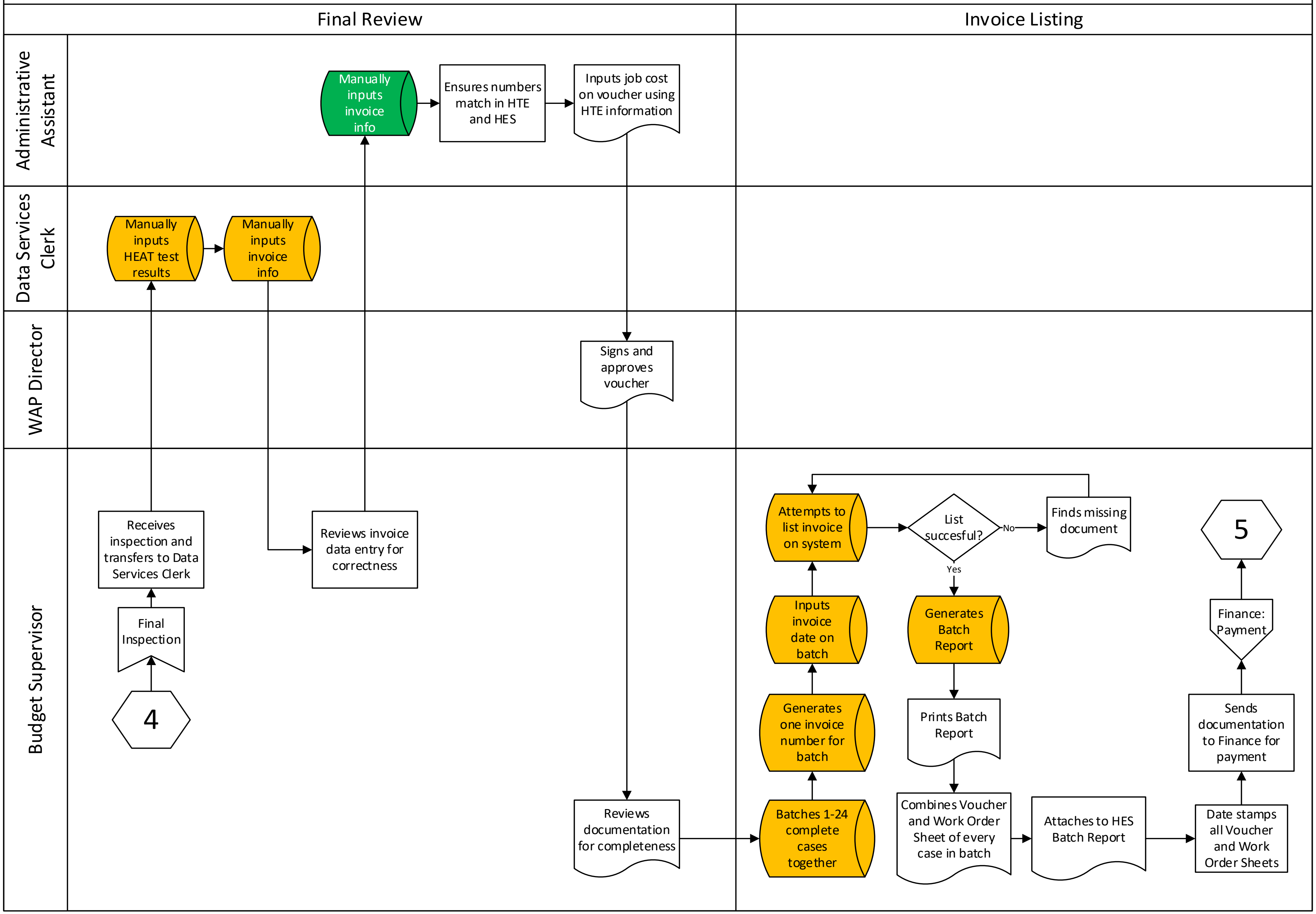
WAP (Crisis) – Final Inspection Synopsis

Data Elements	Process Summary	Process Outcomes

<u>A&C Voucher Form (Paper)</u>
• Inspector Name, Signature and Date
• Contractor Name, Signature and Date
• Client Name, Signature and Date
 	
<u>HEAT Test (Paper)</u>
 	
<u>Invoice (Paper)</u>
	• Invoice reviewed
	    o If under $800, case sent to finance
	    o If over $800, case sent to final inspection
	• Final inspection scheduled with Client
	• Appointment rescheduled if Inspector could not enter house
	• HEAT test performed to validate Contractor's work
	    o If fail test, issues remediated with Contractor
	    o If pass test, job signed off
	• Case transferred to Voucher Process
		• Contractor work verified against specifications

WAP (Crisis) – Contractor Payment

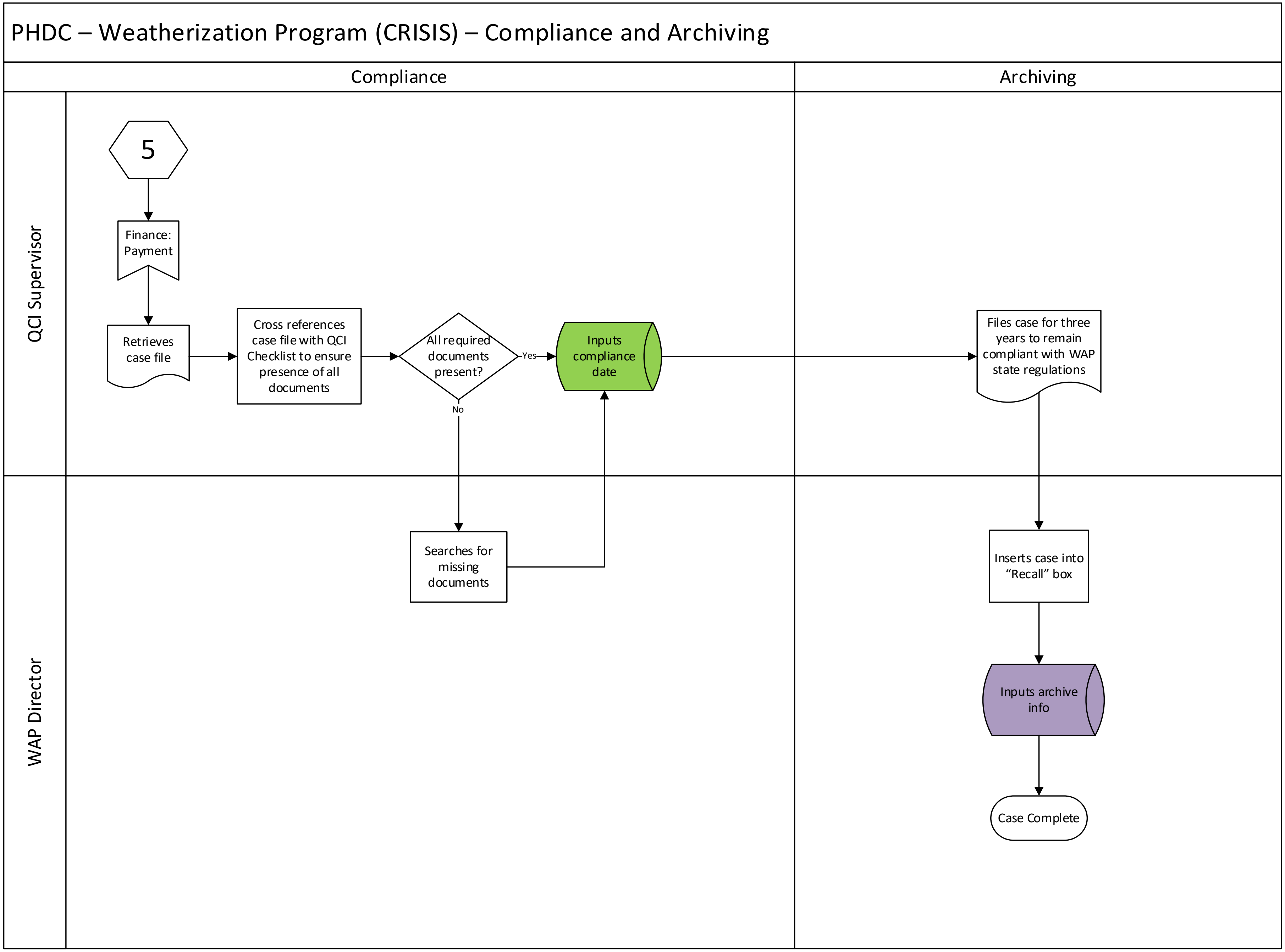
PHDC – Weatherization Program (CRISIS) – Contractor Payment Process



WAP (Crisis) – Contractor Payment Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HIP</u> • HEAT Test Results <u>AS/400 - HTE</u> • Client Name and Address • Date Completed • Job Description ("Vendor part number") • Quantity Ordered and Received • Unit Cost • Account Number • PHDC Representative • Purchase Order Number <u>HES</u> • Job Description ("Vendor part number") • Quantity Ordered and Received • Unit Cost • Client Name • Job Number • Auditor Name • Job Type and Status • Assessment and Completion Dates • Reweatherization Date • Audit Type <u>HES List Report</u> • Invoice Number and Date • Status • Agency Name • Cost • Funding Source <u>A&C Voucher Form (Paper)</u> • Blanket P.O. Number • Department Approval <u>Invoice</u>	• Case received from Final Inspection • Inspection reviewed • Inspection results manually inputted • Invoice verified against HES, updated as necessary • Invoice listed; if unsuccessful list, missing document(s) located and invoice listed again • Contractor packet transferred to Finance for payment	• Invoice verified against HES • Case sent to Finance for payment

WAP (Crisis) – Compliance and Archiving


PHDC – Weatherization Program (CRISIS) – Compliance and Archiving
Compliance
Archiving
QCI Supervisor
WAP Director
5
Finance: Payment
Retrieves case file
Cross references case file with QCI Checklist to ensure presence of all documents
All required documents present?
Yes
No
Inputs compliance date
Searches for missing documents
Files case for three years to remain compliant with WAP state regulations
Inserts case into “Recall” box
Inputs archive info
Case Complete

WAP (Crisis) – Compliance and Archiving Synopsis

Data Elements	Process Summary	Process Outcomes
AS/400 – HIP • Compliance Date • Compliance Service Representative Access – PHDC Archive Database • Archive Date • Fiscal Year • Box Number • Case Number • Program Name • Address QCI Checklist (Paper)	• Case received from Finance • File verified against QCI Checklist to contain all case certifications and specifications • Any missing documents located • Case filed for 3 years to maintain compliance with state regulations • Case file assigned to Recall box and archiving information recorded	• Compliance ensured • Case archived

Section V – Adaptive Modification Program

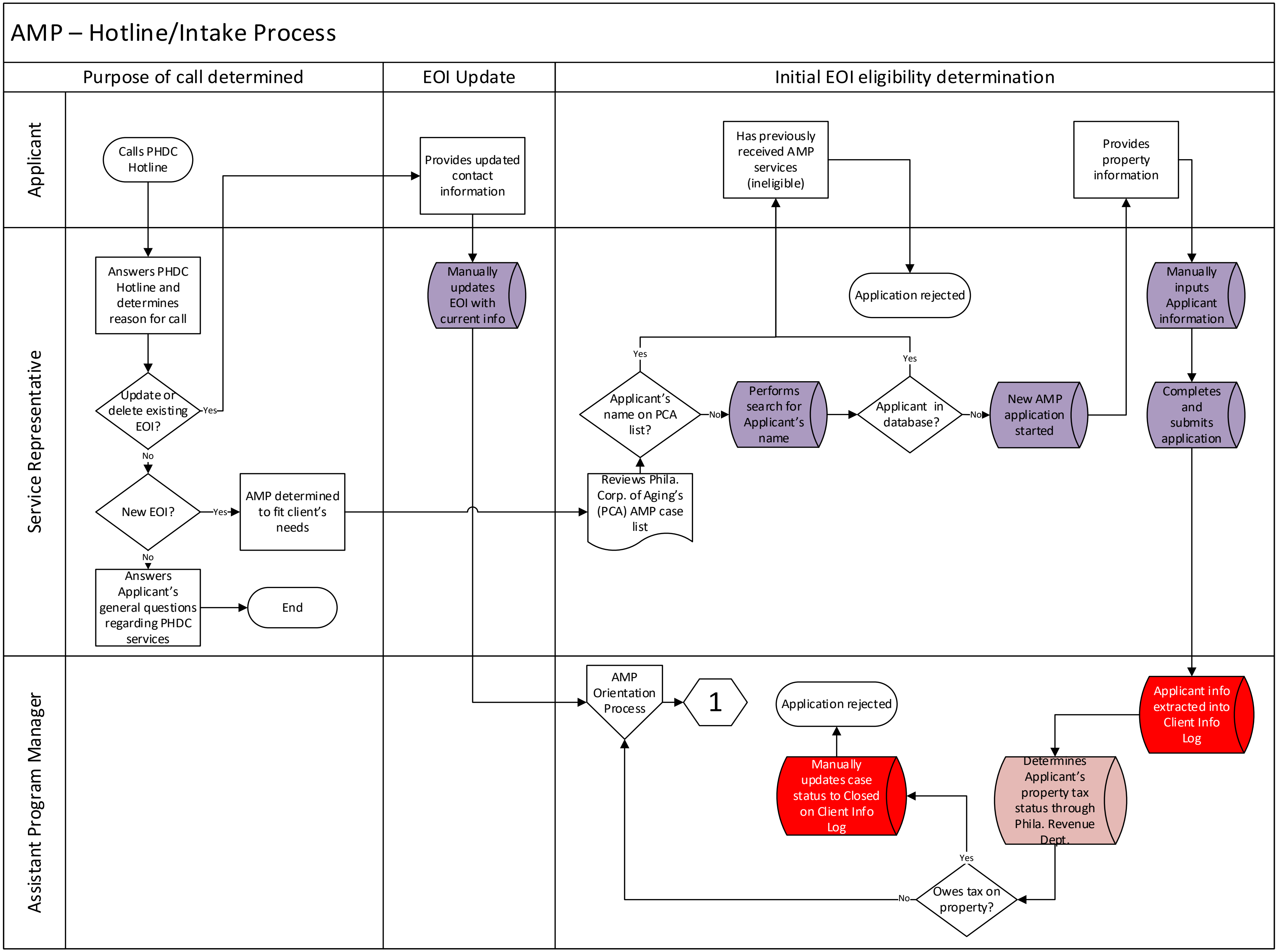
Adaptive Modification Program – Overview

- Provides accessibility modifications to low-income households in Philadelphia where residents have permanent physical disabilities. Typical modifications include stairway elevators, accessible bathrooms, wheelchair lifts, railings and first floor bathrooms. AMP is a one-time-only program with a maximum improvement of $25,000. Average cost per property in FY2015 was approximately $12,900.

- Eligibility Criteria:
    - Clients must own the property or have the owner's permission to make modifications
    - Clients must have a permanent physical disability
    - Households must be earning a maximum of 50% of the Area Median Income (income for all residents is counted)
    - The property must not need major structural, plumbing, electric or roofing repairs
    - All utilities must be on at the property
    - Philadelphia Real Estate taxes must be current
    - Mortgage payments must be current

- Processes:
    1. Hotline/Intake
    2. Orientation
    3. Occupational Therapist Initial Evaluation
    4. Initial Inspection
    5. Contractor Assignment and Job Execution
    6. Change Order
    7. Final Inspection
    8. Occupational Therapist Follow-Up Evaluation
    9. Compliance and Archiving

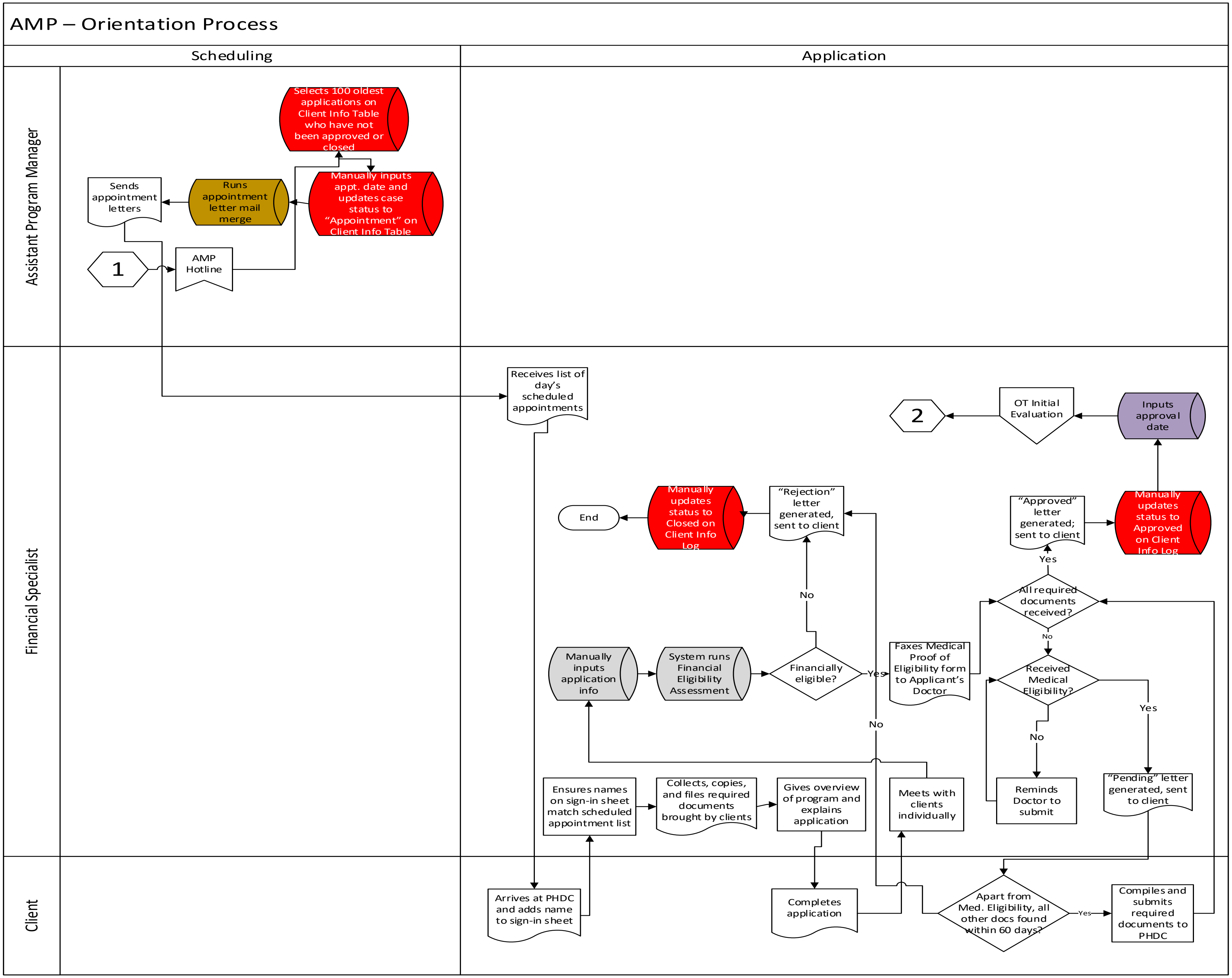
AMP – Hotline/Intake


AMP – Hotline/Intake Process
Purpose of call determined
EOI Update
Initial EOI eligibility determination
Applicant
Service Representative
Assistant Program Manager
Calls PHDC Hotline
Answers PHDC Hotline and determines reason for call
Update or delete existing EOI?
Yes
No
New EOI?
Yes
No
AMP determined to fit client's needs
Answers Applicant's general questions regarding PHDC services
End
Provides updated contact information
Manually updates EOI with current info
Reviews Phila. Corp. of Aging's (PCA) AMP case list
Applicant's name on PCA list?
Yes
No
Performs search for Applicant's name
Applicant in database?
Yes
No
Has previously received AMP services (ineligible)
Application rejected
New AMP application started
Provides property information
Manually inputs Applicant information
Completes and submits application
Applicant info extracted into Client Info Log
Determines Applicant's property tax status through Phila. Revenue Dept.
Owes tax on property?
Yes
No
Manually updates case status to Closed on Client Info Log
Application rejected
AMP Orientation Process
1

AMP – Hotline/Intake Synopsis

Data Elements	Process Summary	Process Outcomes
<u>Access – AMP Database</u> • Name • House Number • Street Name • Phone Number • Application Date • Modification Requested <u>Excel – Client Info Table</u> • Client ID • Case Number • Name • House Number • Street Name, Direction, and Suffix • Zip Code • Application Date • Phone Number • Date of Birth • Bathroom Modification? T/F • New Bathroom? T/F • Handrail? T/F • Stair Glide? T/F • Wheelchair Lift? T/F • Ramp? T/F • Other? T/F • Modification Description • Referral Name • Referral Phone Number • Mismatch? T/F <u>Philadelphia Department of Revenue</u> • Taxes owed on property? Y/N <u>CoreLogic - Realist</u> • Owner of property? Y/N • Owner of other property? Y/N	• Establishes what program best fits Applicant's needs • Verifies Applicant has not received AMP services through PHDC or Philadelphia Corporation of Aging (PCA); if received services previously, cancel application • Updates case/EOI information, if necessary • Captures basic Applicant information • Validates property tax status • Validates property ownership status • Determines Applicant's initial eligibility for AMP • Adds Applicant to Orientation backlog	• Expression of Interest (EOI) generated or cancelled • Initial eligibility determined • Case/contact information updated

AMP – Orientation

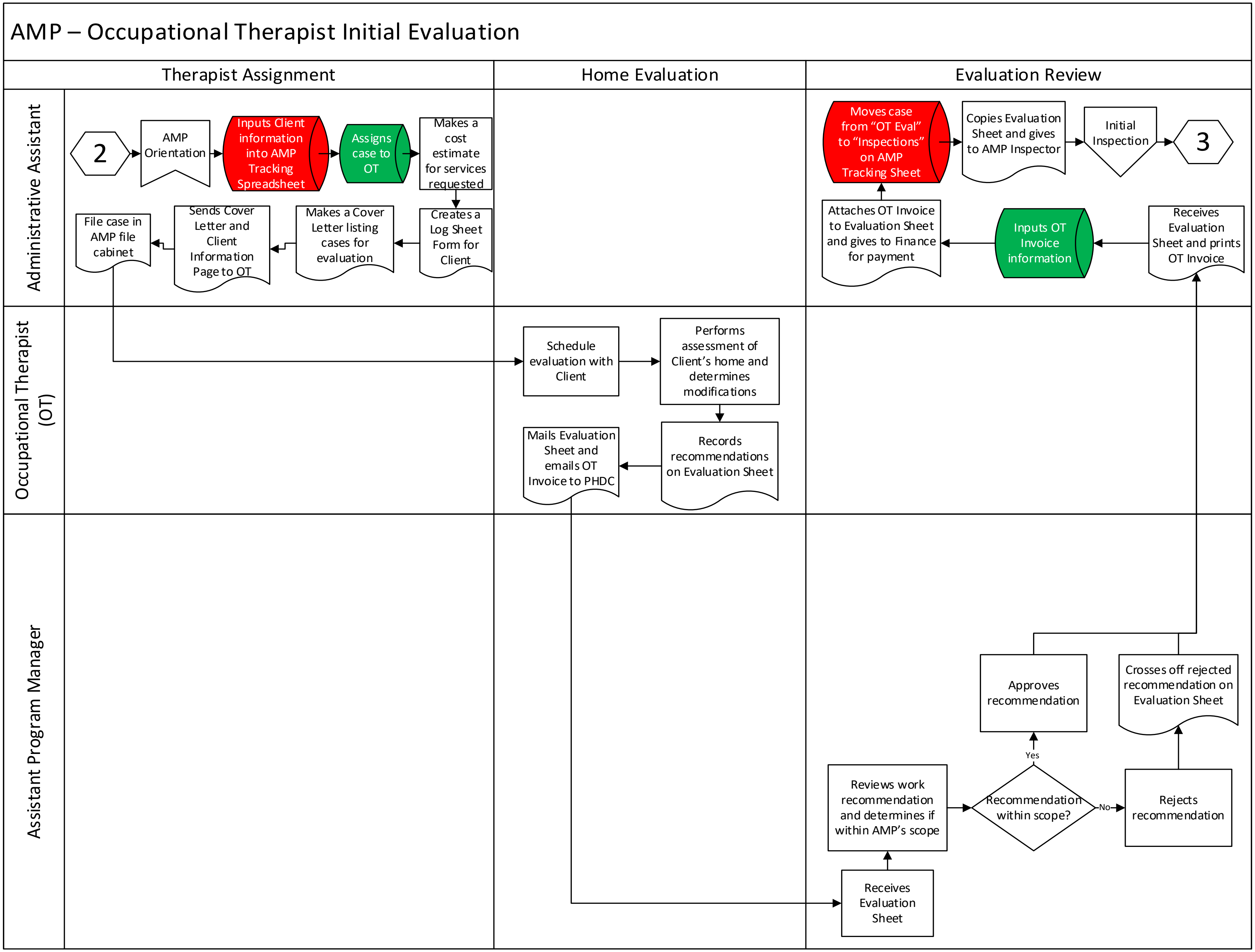

AMP – Orientation Process
Scheduling
Application
Assistant Program Manager
Financial Specialist
Client
Selects 100 oldest applications on Client Info Table who have not been approved or closed
Manually inputs appt. date and updates case status to "Appointment" on Client Info Table
Runs appointment letter mail merge
Sends appointment letters
1
AMP Hotline
Receives list of day's scheduled appointments
2
OT Initial Evaluation
Inputs approval date
Manually updates status to Approved on Client Info Log
"Approved" letter generated; sent to client
Yes
All required documents received?
No
End
Manually updates status to Closed on Client Info Log
"Rejection" letter generated, sent to client
No
Manually inputs application info
System runs Financial Eligibility Assessment
Financially eligible?
Yes
Faxes Medical Proof of Eligibility form to Applicant's Doctor
Received Medical Eligibility?
Yes
No
No
Reminds Doctor to submit
"Pending" letter generated, sent to client
Ensures names on sign-in sheet match scheduled appointment list
Collects, copies, and files required documents brought by clients
Gives overview of program and explains application
Meets with clients individually
Arrives at PHDC and adds name to sign-in sheet
Completes application
Apart from Med. Eligibility, all other docs found within 60 days?
Yes
Compiles and submits required documents to PHDC

AMP – Orientation Synopsis

<table>
<tr><th>Data Elements</th><th>Process Summary</th><th>Process Outcomes</th></tr>
<tr>
<td>
<u>Access – AMP Database</u>
Approval Date
<u>CATS</u>

<u>Excel – Client Info Table</u>
Appointment Date
Appointment Time
Case Status
Comments
<u>Client Documents</u>
Recorded Deed to Property
Death Certificate or Obituary (if person named on the deed is deceased)
Proof of Income
Paystubs and W2
Social Security and/or SSI Verification
DPA Letter
Child Support Printout
Termination Notice (Unemployment)
Pension Verification
Real Estate Taxes
Proper ID
<u>Sign-in Sheet</u>
Applicant Name
Date
</td>
<td>
Oldest applications selected for Orientation
Case assigned to Financial Specialist
Orientation scheduled
Orientation attendance verified
AMP services and application explained to Applicants
AMP application completed by Applicant (paper)
Financial Specialists meet with each Applicant individually
Application manually entered into CATS by Financial Specialists
Financial eligibility determined by CATS
Medical Eligibility Form sent to Applicant's Doctor
Required application documents and completed Medical Eligibility Form collected and verified
Financial eligibility determined by CATS
Case sent to occupational therapist for inspection process if eligible
</td>
<td>
Financial Eligibility determined
Application completed and entered into CATS
Case approved, rejected, or pending until required documents are received
</td>
</tr>
</table>

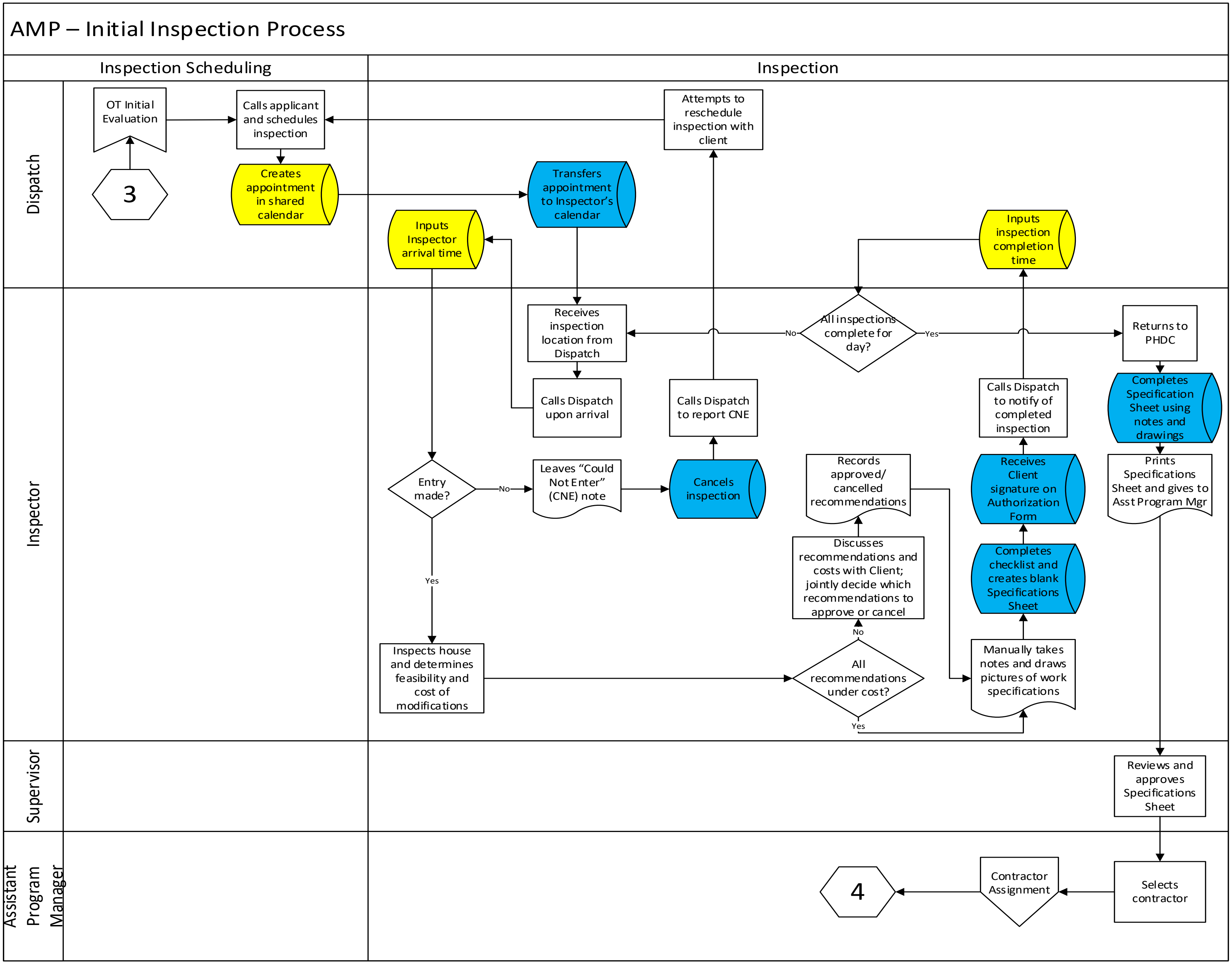
AMP – Occupational Therapist Initial Evaluation


AMP – Occupational Therapist Initial Evaluation
Therapist Assignment
Home Evaluation
Evaluation Review
Administrative Assistant
Occupational Therapist (OT)
Assistant Program Manager
2
AMP Orientation
Inputs Client information into AMP Tracking Spreadsheet
Assigns case to OT
Makes a cost estimate for services requested
Creates a Log Sheet Form for Client
Makes a Cover Letter listing cases for evaluation
Sends Cover Letter and Client Information Page to OT
File case in AMP file cabinet
Schedule evaluation with Client
Performs assessment of Client's home and determines modifications
Records recommendations on Evaluation Sheet
Mails Evaluation Sheet and emails OT Invoice to PHDC
Receives Evaluation Sheet
Reviews work recommendation and determines if within AMP's scope
Recommendation within scope?
Yes
No
Approves recommendation
Rejects recommendation
Crosses off rejected recommendation on Evaluation Sheet
Receives Evaluation Sheet and prints OT Invoice
Inputs OT Invoice information
Attaches OT Invoice to Evaluation Sheet and gives to Finance for payment
Moves case from "OT Eval" to "Inspections" on AMP Tracking Sheet
Copies Evaluation Sheet and gives to AMP Inspector
Initial Inspection
3

AMP-Occupational Therapist Initial Evaluation Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HTE</u> • Administrative Assistant Name • Purchase Order Number • Client Address • Client Name • Status • Assigned Evaluation Date • Evaluation Type • Quantity Ordered and Received • Cost • Account Number <u>Excel – AMP Tracking Spreadsheet</u> • Client Name • Evaluation Date • Estimated Job Cost • Zip Code (last two digits) • Case Status <u>Excel – Client Info Table</u> • Case Status <u>Word – Cover Page</u> • Client Name(s) • Case Cost(s) • Completion Date(s) <u>Authorization Page (Paper)</u> <u>Evaluation Sheet (Paper)</u> <u>OT Invoice (Paper)</u> • Company Name • Client Name • Cost • Evaluation Type and Date	• Cost estimate for modifications created • Authorization Page sent to OT • Evaluation scheduled by OT • Initial evaluation performed by OT establishing priority modification and additional modifications • Evaluation Sheet received and recommendations determined to be within scope of AMP; if not within scope, individual recommendation rejected • OT Invoice received and sent to Finance for payment • Case moved to Initial Inspection	• Recommended home modifications created and reviewed • OT Invoice received and sent to Finance for payment

AMP – Initial Inspection



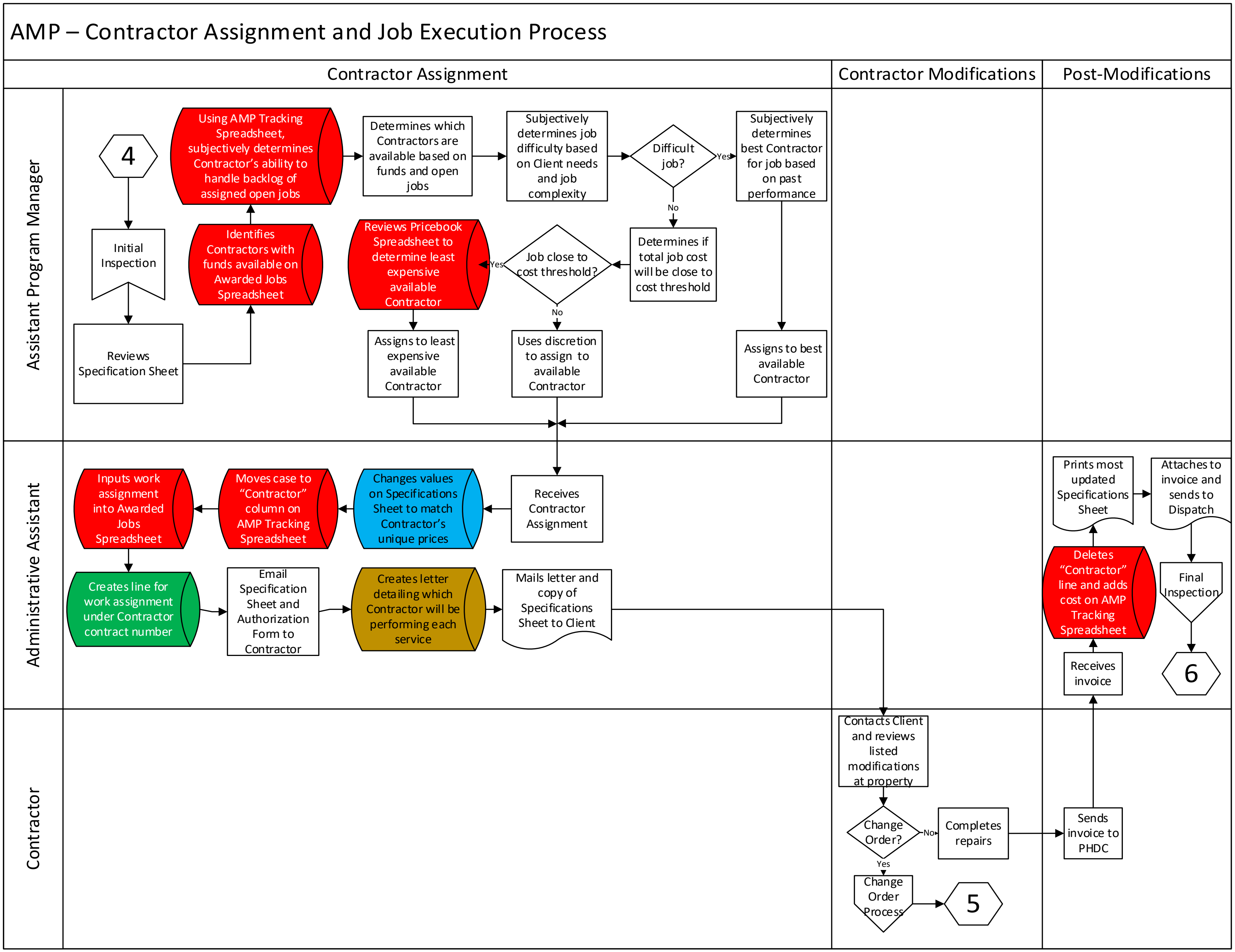
AMP – Initial Inspection Process
Inspection Scheduling
Inspection
Dispatch
Inspector
Supervisor
Assistant Program Manager
OT Initial Evaluation
3
Calls applicant and schedules inspection
Creates appointment in shared calendar
Transfers appointment to Inspector's calendar
Attempts to reschedule inspection with client
Inputs Inspector arrival time
Inputs inspection completion time
Receives inspection location from Dispatch
All inspections complete for day?
No
Yes
Returns to PHDC
Calls Dispatch upon arrival
Calls Dispatch to report CNE
Calls Dispatch to notify of completed inspection
Completes Specification Sheet using notes and drawings
Entry made?
Leaves "Could Not Enter" (CNE) note
Cancels inspection
Records approved/ cancelled recommendations
Receives Client signature on Authorization Form
Prints Specifications Sheet and gives to Asst Program Mgr
Discusses recommendations and costs with Client; jointly decide which recommendations to approve or cancel
Completes checklist and creates blank Specifications Sheet
Inspects house and determines feasibility and cost of modifications
All recommendations under cost?
Manually takes notes and draws pictures of work specifications
Reviews and approves Specifications Sheet
4
Contractor Assignment
Selects contractor

AMP – Initial Inspection Synopsis

Data Elements	Process Summary	Process Outcomes

<u>iPad/Portal</u>
• Program
• Inspection type
• Client name
• Client address
• Client phone
• Inspector
• Inspection date
• Notes
• Specifications
• Inspection Checklist
• Authorization Sheet
    o Basic Case Information (auto-populated)
    o Client Signature, Date, and Time
    o Inspector Signature, Date, and Time
 	
<u>Outlook Calendar</u>
• Client Name
• Client Address
• Date and Time
 	
<u>Inspector Notes and Drawings (Paper)</u>
	• Initial Inspection scheduled
	• Priority modification feasibility assessed
	    o Priority modification cancelled if not feasible
	• Determined if all modification recommendations are under AMP's cost threshold
	    o If over cost, certain modifications cancelled jointly by Client and Inspector to lower costs
	• Notes and drawings of job specifications recorded on paper
	• Received signatures on Authorization form
	• Job specifications transcribed from paper to iPad
	• Specifications Sheet reviewed by Assistant Program Manager
		• Priority and general property modifications established and approved

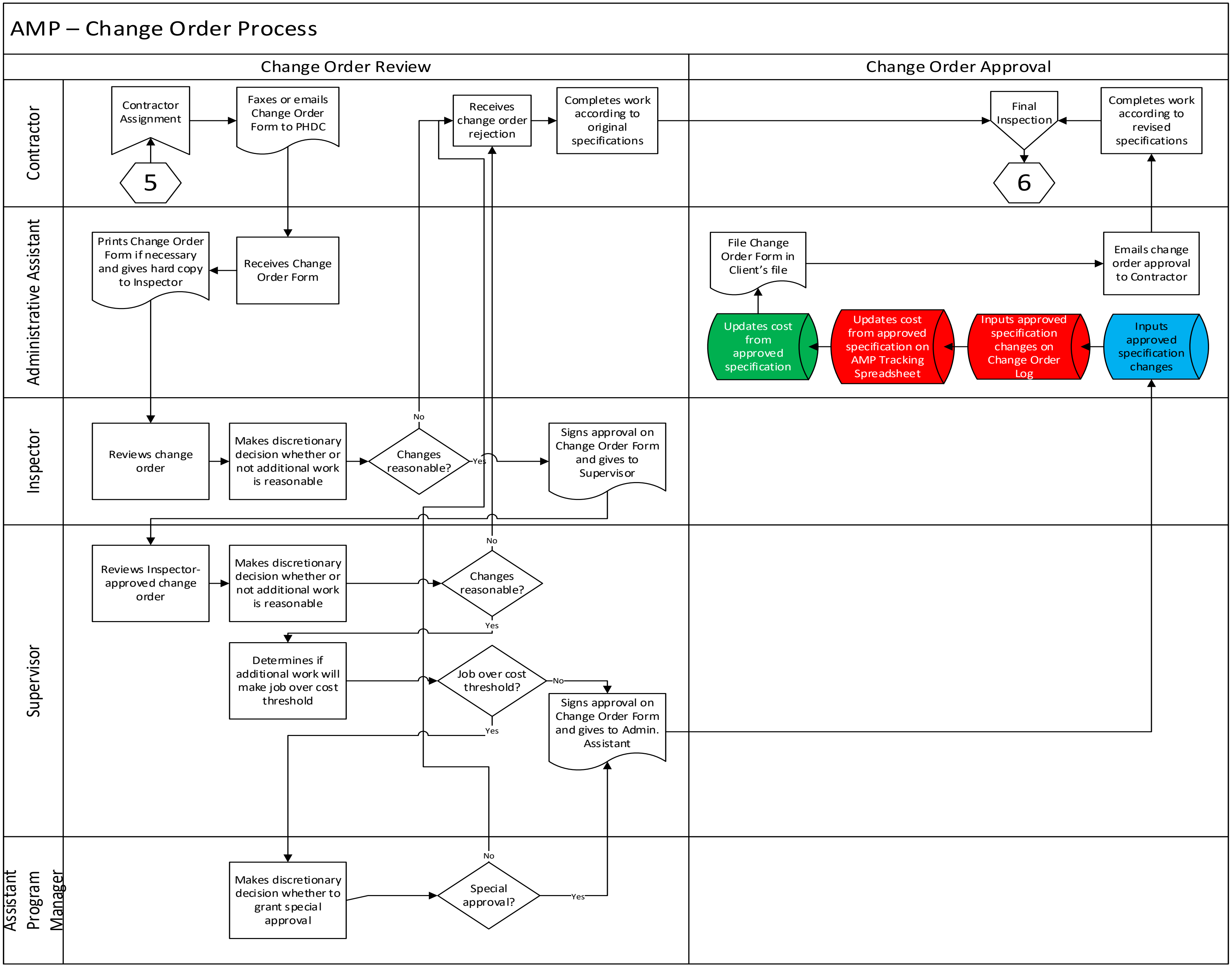
AMP – Contractor Assignment and Job Execution


AMP – Contractor Assignment and Job Execution Process
Contractor Assignment
Contractor Modifications
Post-Modifications
Assistant Program Manager
4
Initial Inspection
Reviews Specification Sheet
Identifies Contractors with funds available on Awarded Jobs Spreadsheet
Using AMP Tracking Spreadsheet, subjectively determines Contractor's ability to handle backlog of assigned open jobs
Determines which Contractors are available based on funds and open jobs
Subjectively determines job difficulty based on Client needs and job complexity
Difficult job?
Yes
No
Subjectively determines best Contractor for job based on past performance
Determines if total job cost will be close to cost threshold
Job close to cost threshold?
Yes
No
Reviews Pricebook Spreadsheet to determine least expensive available Contractor
Assigns to least expensive available Contractor
Uses discretion to assign to available Contractor
Assigns to best available Contractor
Administrative Assistant
Receives Contractor Assignment
Changes values on Specifications Sheet to match Contractor's unique prices
Moves case to "Contractor" column on AMP Tracking Spreadsheet
Inputs work assignment into Awarded Jobs Spreadsheet
Creates line for work assignment under Contractor contract number
Email Specification Sheet and Authorization Form to Contractor
Creates letter detailing which Contractor will be performing each service
Mails letter and copy of Specifications Sheet to Client
Prints most updated Specifications Sheet
Attaches to invoice and sends to Dispatch
Deletes "Contractor" line and adds cost on AMP Tracking Spreadsheet
Final Inspection
Receives invoice
6
Contractor
Contacts Client and reviews listed modifications at property
Change Order?
No
Yes
Completes repairs
Sends invoice to PHDC
Change Order Process
5

AMP – Contractor Assignment and Job Execution Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HTE</u> • Administrative Assistant Name • Purchase Order Number • Item Description: Client Address, Name, Assigned/Finished Status, Assigned/Finished Date • Service Type • Quantity Ordered • Order Unit of Measurement (EOM) • Unit Cost • Account Number <u>iPad/Portal</u> • Contractor Information • Assignment Date • Contractor Prices <u>Excel - Awarded Jobs Spreadsheet</u> • Client Name • Client Address • Award Date • Total Job Cost <u>Excel - AMP Tracking Spreadsheet</u> • Client Name • Contractor Name • Award Date • Award Amount <u>Excel - Price Book Spreadsheet</u> • Contractor Prices by Specification <u>Word - Contractor Assignment Client Letter</u> • Assigned Contractor(s) Name • Assigned Contractor(s) Service <u>Specifications Sheet (Paper)</u>	• Contractor's budget and backlog of open jobs reviewed • Difficulty of job assessed; if difficult job, work assigned to best available Contractor(s) • Proximity of expected cost of job to AMP cost threshold assessed; if close to threshold, work assigned to least expensive Contractor(s) • Contractor(s) assigned to case • Specification Sheet prices adjusted to meet Contractor's unique prices • Work assignment created • Specifications and authorization sent to Contractor • Client notified via mail of contractor assignment • Repair specifications reviewed by Contractor at Client's property • Need for change order assessed and requested if necessary • Repairs completed by Contractor • Invoice received and reviewed • Invoice and Specification Sheet sent to Dispatch for Final Inspection scheduling *Note: During Contractor Assignment, it is at the discretion of the Assistant Program Manager to determine: availability of Contractor, complexity of job, competency of Contractor with various work items, and best Contractor for each part of the job.*	• Contractor assigned to case • Work completed by Contractor

AMP – Change Order


AMP – Change Order Process
Change Order Review
Change Order Approval
Contractor
Administrative Assistant
Inspector
Supervisor
Assistant Program Manager
Contractor Assignment
5
Faxes or emails Change Order Form to PHDC
Receives change order rejection
Completes work according to original specifications
Final Inspection
6
Completes work according to revised specifications
Prints Change Order Form if necessary and gives hard copy to Inspector
Receives Change Order Form
File Change Order Form in Client's file
Emails change order approval to Contractor
Updates cost from approved specification
Updates cost from approved specification on AMP Tracking Spreadsheet
Inputs approved specification changes on Change Order Log
Inputs approved specification changes
Reviews change order
Makes discretionary decision whether or not additional work is reasonable
Changes reasonable?
No
Yes
Signs approval on Change Order Form and gives to Supervisor
Reviews Inspector-approved change order
Makes discretionary decision whether or not additional work is reasonable
Changes reasonable?
No
Yes
Determines if additional work will make job over cost threshold
Job over cost threshold?
No
Yes
Signs approval on Change Order Form and gives to Admin. Assistant
Makes discretionary decision whether to grant special approval
Special approval?
No
Yes

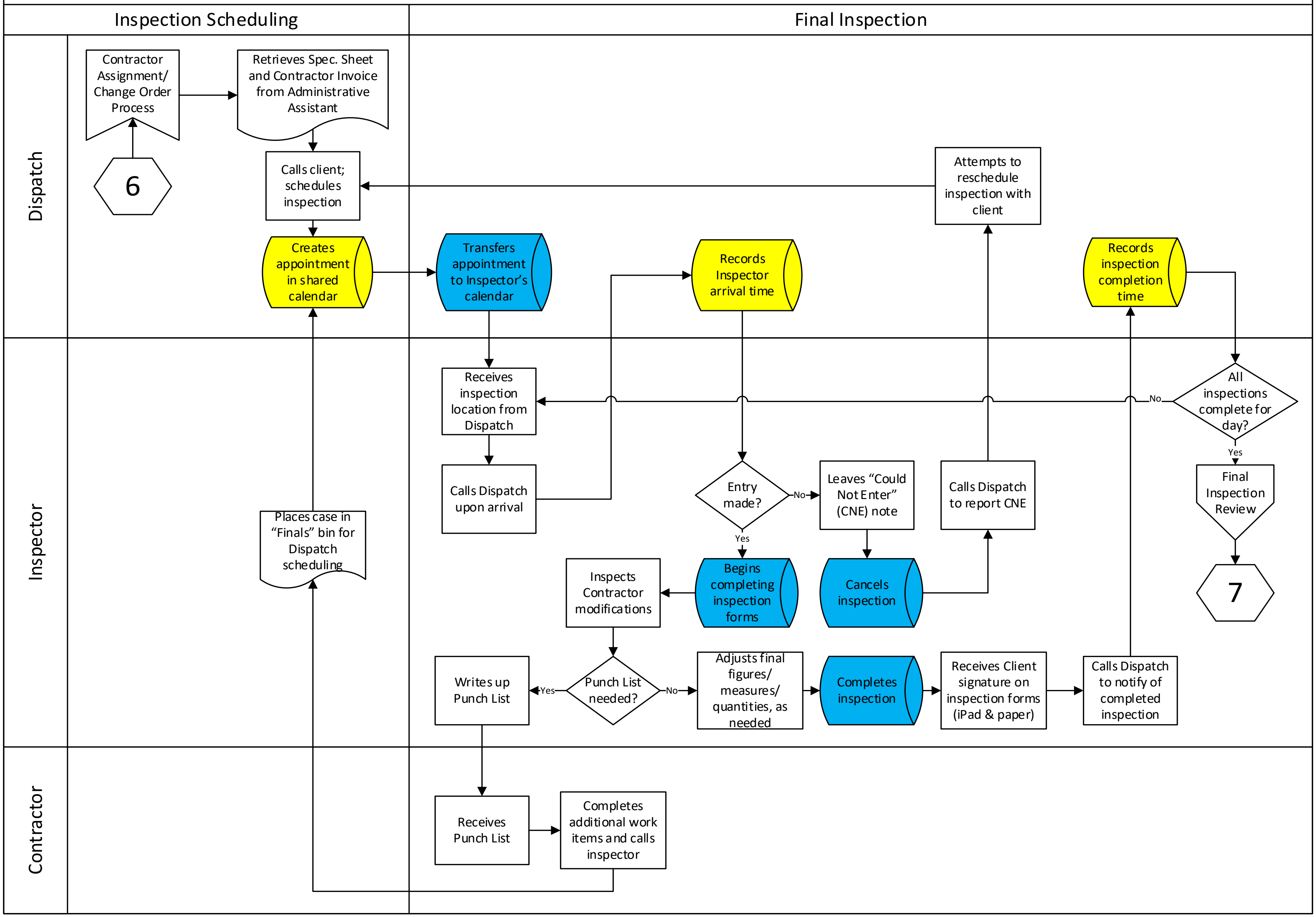
AMP – Change Order Synopsis

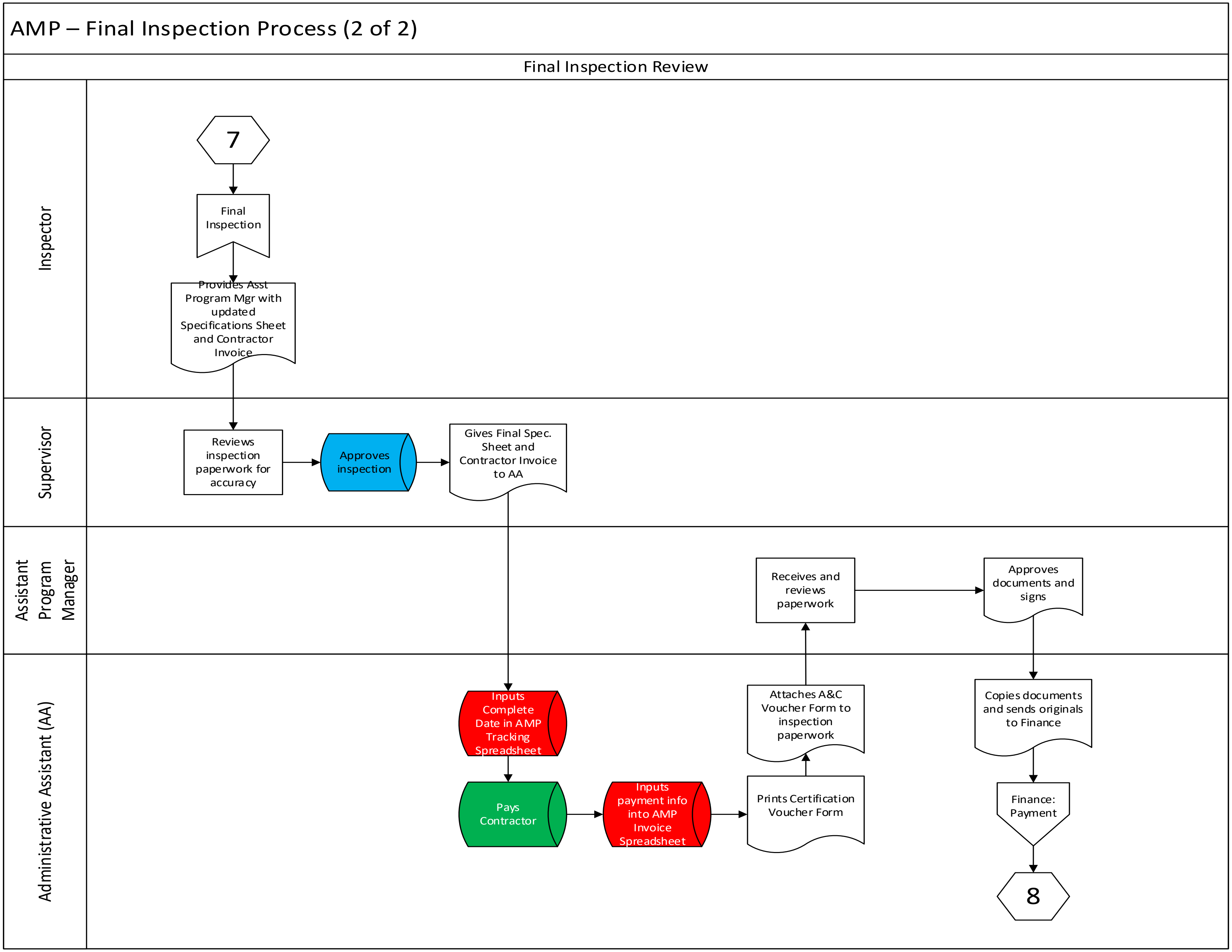
Data Elements	Process Summary	Process Outcome

<u>AS/400 – HTE</u>
• Adjusted costs per trade
 	
<u>iPad/Portal</u>
• Change Order Service Items
• Change Order Approval
 	
<u>Change Order Form (Paper)</u>
• Case Number
• Address
• Inspector Name
• Request Date
• Contractor Name
• Contractor Fax Number
• Contractor Email
• Additions/Deletions
    o Specification Number
    o Description
    o Quantity
    o Paint Disturbance? Y/N
    o Cost
	• Change order reviewed
	• Reasonability of requested changes determined
	• Cost implications of change order assessed; if over cost threshold, special approval status determined by the Assistant Program Manager
	• Change order approved or denied
	    o If approved, specifications are updated as necessary
	    o If denied, work is completed according to original specifications
		• Change order approved or denied
		• Specifications updated
		• Work completed by contractor

AMP – Final Inspection

AMP – Final Inspection Process (1 of 2)

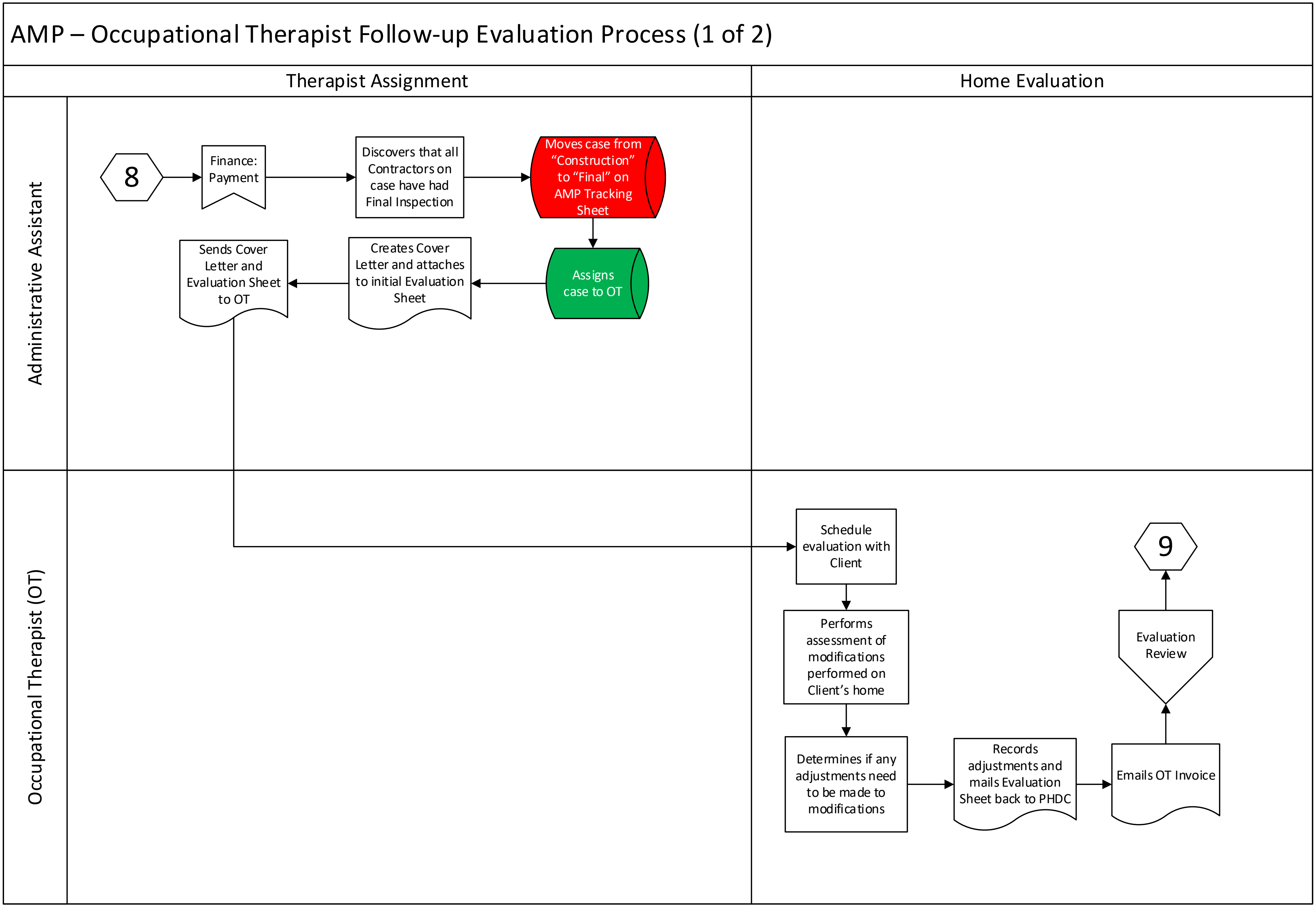



AMP – Final Inspection Process (2 of 2)
Final Inspection Review
Inspector
Supervisor
Assistant Program Manager
Administrative Assistant (AA)
7
Final Inspection
Provides Asst Program Mgr with updated Specifications Sheet and Contractor Invoice
Reviews inspection paperwork for accuracy
Approves inspection
Gives Final Spec. Sheet and Contractor Invoice to AA
Receives and reviews paperwork
Approves documents and signs
Inputs Complete Date in AMP Tracking Spreadsheet
Pays Contractor
Inputs payment info into AMP Invoice Spreadsheet
Prints Certification Voucher Form
Attaches A&C Voucher Form to inspection paperwork
Copies documents and sends originals to Finance
Finance: Payment
8

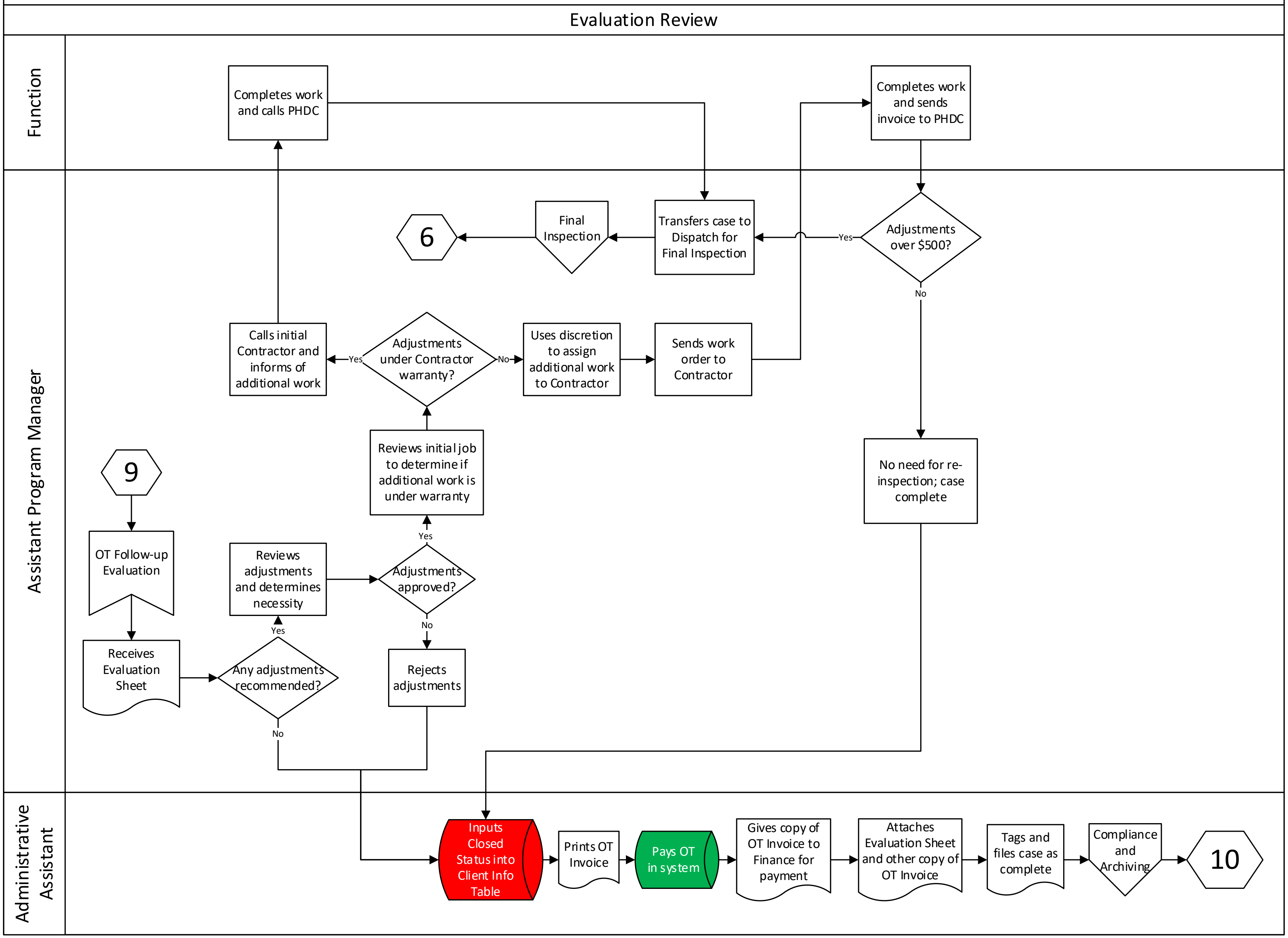
AMP – Final Inspection Synopsis

<table>
<tr><th>Data Elements</th><th>Process Summary</th><th>Process Outcomes</th></tr>
<tr><td><u>iPad/Portal</u>
• Case Number
• House Number
• Street Name
• Client Name
• Inspector Name
• Final Inspection Date
• Contractor Name
• Notes
• Final Inspection Checklist
• Spec Sheet
<u>Outlook Calendar</u>
• Client Name
• Client Address
• Date and Time
<u>Excel - AMP Tracking Spreadsheet</u>
• Complete Date
<u>Excel - AMP Invoice Spreadsheet</u>
• Date
• Contractor Name
• Client Address
• Minority/Non-Minority (select one)
• Payment Amount
<u>A&C Voucher Form (Paper)</u>
• Inspector Name, Signature and Date
• Client Name, Signature and Date
• Contractor Name
• Case Number
• Payment Amount
• Contract Number
• AA Signature and Date
• Dept. Head Signature and Date
<u>Invoice and Specification Sheet (Paper)</u></td><td>• Final Inspection scheduled
• Contractor repairs inspected
• Punch List created, if necessary
   o Additional Punch List work items completed by Contractor
   o Re-inspection scheduled and conducted
• Final Inspection forms reviewed
• A&C Voucher filled out and sent to Finance for payment</td><td>• Contractor repairs inspected and verified against work specifications
• Repairs approved or rejected; if necessary, Punch List created</td></tr>
</table>

AMP – Occupational Therapist Follow-Up Evaluation


AMP – Occupational Therapist Follow-up Evaluation Process (1 of 2)
Therapist Assignment
Home Evaluation
Administrative Assistant
Occupational Therapist (OT)
8
Finance: Payment
Discovers that all Contractors on case have had Final Inspection
Moves case from "Construction" to "Final" on AMP Tracking Sheet
Assigns case to OT
Creates Cover Letter and attaches to initial Evaluation Sheet
Sends Cover Letter and Evaluation Sheet to OT
Schedule evaluation with Client
Performs assessment of modifications performed on Client's home
Determines if any adjustments need to be made to modifications
Records adjustments and mails Evaluation Sheet back to PHDC
Emails OT Invoice
Evaluation Review
9

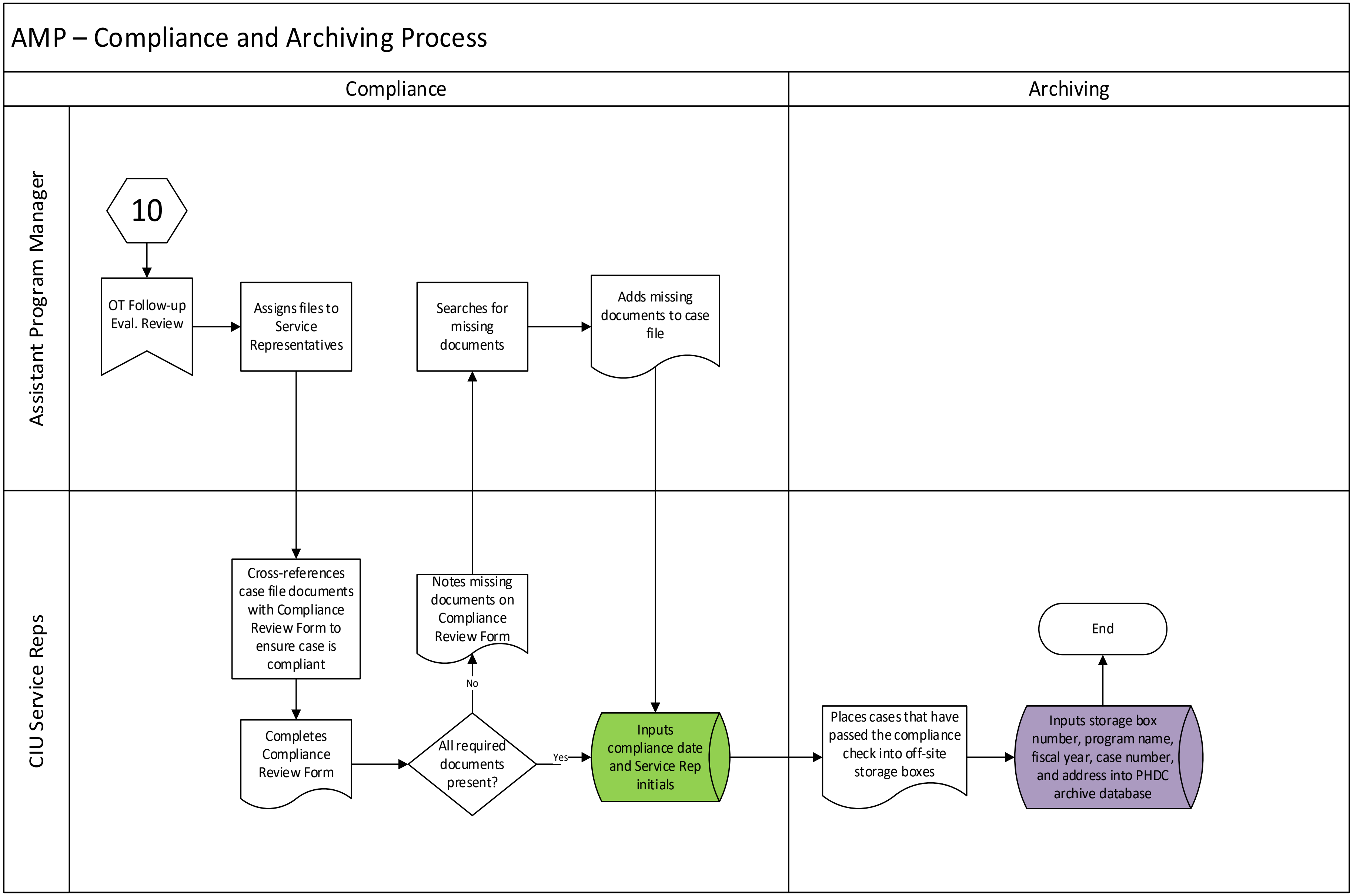
AMP – Occupational Therapist Follow-up Evaluation Process (2 of 2)



AMP – Occupational Therapist Follow-Up Evaluation Synopsis

Data Elements	Process Summary	Process Outcomes
<u>AS/400 – HTE</u> • Administrative Assistant Name • Purchase Order Number • Client Address • Client Name • Status • Assigned Evaluation Date • Completed Evaluation Date • Evaluation Type • Quantity Ordered and Received • Cost • Account Number <u>Excel – AMP Tracking Spreadsheet</u> • Client Name • Evaluation Date • Estimated Job Cost • Zip Code (last two digits) • Case Status <u>Excel – Client Info Table</u> • Case Status <u>Word – Cover Page</u> • Client Name(s) • Case Cost(s) • Completion Date(s) <u>Evaluation Sheet (Paper)</u> <u>OT Invoice (Paper)</u> • Company Name • Client Name • Cost • Evaluation Date • Evaluation Type	• Final Inspections completed for all Contractors on case • Case(s) assigned to Occupational Therapist • Modifications made to Client's house assessed • Any necessary adjustments to modifications recorded • Final Evaluation reviewed internally; determined if adjustments are necessary o If no adjustments recommended or all adjustments rejected, case sent to Compliance and Archiving Process o If adjustments under warranty, case assigned to initial Contractor o If adjustments not under warranty, case assigned to Contractor • If adjustments cost over $500, case sent to Final Inspection • If adjustments cost under $500, case sent to Compliance and Archiving Process	• Home modifications assessed by Occupational Therapist • Case sent to appropriate personnel based on adjustments needed

AMP – Compliance and Archiving


AMP – Compliance and Archiving Process
Compliance
Archiving
Assistant Program Manager
CIU Service Reps
10
OT Follow-up Eval. Review
Assigns files to Service Representatives
Searches for missing documents
Adds missing documents to case file
Cross-references case file documents with Compliance Review Form to ensure case is compliant
Notes missing documents on Compliance Review Form
Completes Compliance Review Form
All required documents present?
No
Yes
Inputs compliance date and Service Rep initials
Places cases that have passed the compliance check into off-site storage boxes
Inputs storage box number, program name, fiscal year, case number, and address into PHDC archive database
End

AMP – Compliance and Archiving Synopsis

Data Elements	Process Summary	Process Outcomes
<u>Access – PHDC Archive Database</u> • Archive Date • Box Number • Program • Fiscal Year • Case Number • Address <u>Compliance Checklist (Paper)</u> • Address • Case Number • Review Date • Specification/Billing Documents • Certification Documents • Reviewer’s Signature	• Case files reviewed to ensure all required case documents are present • Compliance Review Form completed • Missing documents located and added to case files • Case files that have passed the compliance review are entered into the PHDC Archive Database • Archived case files are added to Recall boxes and sent for off-site document storage	• Case file compliance ensured • Case archived

Part B – Finance

Accounting module/ HIP interface requirements:

1) Application/ modular general requirements.
2) Financial statements & reporting.
3) PHDC accounting structure and chart of accounts.
4) HIP Interface.

1. General

- **Fund Accounting**
    - Scalability to set up as many funds and accounts as necessary.
    - Authorization settings to allow for Restricted, Unrestricted and Temporarily Restricted Funds.
    - Ability to define each fund's chart of accounts, fiscal year, and applicant expenses.

- **Cash Receipts (Module)**
    - All cash receipts must be entered into system.
    - Grouped cash transactions for deposits and postings in total to cash account.
    - Detailed deposit report(s) that can be printed and attached to corresponding bank deposit slip.
    - Ability to create multiple cash accounts.

- **Cash Disbursements**
    - Checks for expenses can be entered manually or printed.
    - All other bank debits can be entered through cash disbursements for multiple cash accounts.
    - ACH and Wire payment processing capabilities.

- **Bank Reconciliation**
    - Easy to use bank reconciliation menus, lists all deposits and other bank 'credits' separately from checks and other bank 'debits.'
    - Record bank adjustments directly in the bank reconciliation function.
    - Ability to print a reconciliation worksheet for review and save reconciliation reports for future printing.

- **Accounts Payable (module)**
  - Ability to run vendor reports by (Date, Quarter, Fiscal Year and by Project) for expenses paid.
  - Ability to generate aged payables reporting.
  - Ability to generate outstanding payable reports by date and activity.
  - Ability to have a specific field for PDF invoice attachments for every invoice.

- **Accounts Receivable (module)**
  - Integration with the cash receipts module.
  - Ability to generate aged receivable reporting by date and activity.
  - Ability to have a specific field for PDF invoice attachments for every invoice.

- **Automated Recurring Entries**
  - Mark recurring entries and schedule for automatic posting on specific dates.
  - Ability to edit recurring transactions after posting (saving data entry time and streamlining procedures.)

- **Automated Reversing Entries**
  - Ability to mark transactions as reversing for accruals.
  - Internal controls and audit trails built to track and link reversing entries.

- **Automatic Fund Balancing**
  - Each fund is treated as its own entity within the organization, with separate trial balances and financial statements.
  - All inter-fund transactions automatically create a fund balancing entry to keep funds in balance.
  - Access to a detailed audit trail of all fund balancing entries and source entries.

- **Project Revenue and Expense Tracking**
  - Cost reporting to track activity by case number/project code/address.
  - Projects can be grants, short term activities or other operations within the organization that are independent of the chart of accounts.
  - Generate revenue and expense reports, filter source journals and general ledger activity reports by project code/case number.
  - The ability to segregate direct costs from indirect costs.
  - Ability to identify and track direct costs by contract.

- **Budgets**
  - Create budgets for each of the grants, departments, programs and funds with automatic roll-up for funds and organizational totals.
  - Create multiple budgets for a fiscal year to track major budget revisions.
  - Lock-in budget amounts for strict internal controls.
  - Ability to automatically create new budgets from prior year budgets. (Rollover)
  - Generate budget comparison report for current period(s), year to date and across fiscal years.
  - Ability to import/export budgets via spreadsheet.

2. Internal Controls/Security

- **System Security**
  - Set up authorized users with password control.
  - Create user groups for role-based security.
  - Assign individual user permissions based on job classification.
  - All data entered in the system is tracked by user and IP address for added security and audit trail.
  - Create users with read only rights and limit access to only specific reports for users outside of the finance department.

- **Internal Controls**
  - All data entered, edited or deleted in the system is tracked by user.
  - Permanently close the books to prevent all users from posting transactions.
  - Strict internal controls prevent the editing or deleting of linked or cleared transactions.

- **Audit Trail**
  - Easy to read, detailed accounting reports, with a clear audit trail for account analysis, verifying financial statement accuracy and preparation for yearly audits.
  - Generate detail audit reports of all data entered, modified or deleted by each user.
  - Ability to connect with existing (and future) systems, sharing data in real time or on a pre-defined basis (nightly data batch imports/exports)

- **Data Import**
  - Import vendor, client and other names for a quick start up.
  - Data verification ensures data validation before import is complete.

- **Database**
    - One database for all names, including vendors, clients, constituents and employees.
    - Search for duplicate names in the database and merge duplicate names if necessary.
    - Ability to create and define program-specific terms, codes, acronyms, etc.

3. Financial Statements & Reporting

- **FASB & GASB Compliant Financial Statements**
    - Automated system generated GASB compliant financial statements including:
        - Statement of Activities and Changes to Net Assets,
        - Statement of Financial Position (Balance Sheet),
        - Statement of Activities (Revenue and Expense),
        - Budget Vs actual Administrative expense reporting.

    - The ability to customize and memorize financial statements and budget reports for both internal and external reporting.
    - Ability to group totals or display individual items with subtotals.

- **Dashboard**
    - An at-a-glance dashboard that gives live views of financial data.

- **General ledger module**
    - The ability to create custom queries and reporting based on embedded logic statements.
    - The ability to upload all inputted data from spreadsheets.
    - Ability to have a specific field for PDF journal entry attachments.
    - The ability to create reversing and recurring journal entries.
    - Ad hoc reporting capabilities
    - The ability to Drill down to source transactions from reports and registers for quick viewing and editing of transactions.
    - All reports can be printed to Excel, PDF and other file formats.
    - Create an unlimited number of report sets and limit access to specific sets by user rights.
    - Data visualization tool

- **Audit Preparation – Year-End Entries**
  - The ability to separate year-end audit adjustments from normal entries to generate pre- and post-audit reports (helps isolate prior year audit entries in subsequent audits.)
  - Functional Expenses and Fund Balance Reports**.**

- **IRS Forms**
  - Generate all the data needed to complete PHDC's IRS Form 990
  - Generate all IRS 1099 forms for PHDC vendors (includes contractors)

4. PHDC Accounting Structure & Chart of Accounts

PHDC operates using a traditional Account (4 characters) and Sub Account (17 characters) which are independent.

- **Customized Chart of Accounts**
  - User-defined, table driven chart of accounts that can be configured to mirror the current account structure. (Summarized below) and detailed listing overleaf.
  - Controls to prevent the duplication of accounts

Balance Sheet	Account #
Assets	0001 -1999
Liabilities	2000 -2999

Income Statement	Account #
Revenue	3000-3999
Expenses	4000-9999
4000-5999	Labor related (salary & fringes)
6000-6999	Professional Services
7000-7999	Administrative Expenses
8000-8999	HIP Contractor Expenses
9000-9999	External fees & Accounting

1000	REGULAR CHECKING ACCOUNT	Asset
1050	PAYROLL ACCOUNT	Asset
1100	ACCOUNTS RECEIVABLE	Asset
1200	INVENTORY- PROP ACQUISITION	Asset
1201	INVENTORY-ADVERTISING	Asset
1202	INVENTORY- RECORDING FEES	Asset
1203	INVENTORY-TITLES	Asset
1204	INVENTORY-APPRAISALS	Asset
1205	INVENTORY-LEGAL	Asset
1212	INVENTORY-SETTLEMENT	Asset
1300	PREPAID INSURANCE	Asset
1310	PREPAID INSURANCE-AUTO	Asset
1312	PREPAID INSURANCE-COML CRIME	Asset
1313	PREPAID INSURANCE-GENL LIAB	Asset
1314	PREPAID INSURANCE-PERILS	Asset
1315	PREPAID INSURANCE-PROF LIAB	Asset
1318	PREPAID INSURANCE-UMBRELLA	Asset
1319	PREPAID INSURANCE-WORK COMP	Asset
1320	PREPAID PARKING	Asset
1610	INTELLECTUAL PROPERTY	Asset
1611	ACCUM DEPR-INTELLECTUAL PROPER	Asset
1620	FURNITURE & FIXTURES	Asset
1621	ACCUM DEPR-FURNITURE & FIXTURE	Asset
1630	COMPUTER EQUIPMENT	Asset
1631	ACCUM DEPR-COMPUTER EQUIPMENT	Asset
1640	COMPUTER SOFTWARE	Asset
1641	ACCUM DEPR-COMPUTER SOFTWARE	Asset

1650	EQUIPMENT	Asset
1651	ACCUM DEPR-EQUIPMENT	Asset
2000	ACCOUNTS PAYABLE	Liability
2110	FEDERAL TAX WITHHELD	Liability
2120	FICA-EMPLOYEES/SOCIAL SECURITY	Liability
2121	FICA-EMPLOYEES/MEDICARE	Liability
2130	FICA-EMPLOYER/SOCIAL SECURITY	Liability
2131	FICA-EMPLOYER/MEDICARE	Liability
2140	STATE INCOME TAX WITHHELD	Liability
2150	LOCAL INCOME TAX WITHHELD	Liability
2160	FEDERAL UNEMPLOYMENT WITHHELD	Liability
2170	STATE UNEMPLOYMENT WITHHELD	Liability
2180	PENSION-EMPLOYEES Y	Liability
2181	PENSION-EMPLOYEES Y5	Liability
2182	PENSION-EMPLOYEES J	Liability
2190	DEPENDENT CARE WITHHELD	Liability
2191	MEDICAL CARE WITHHELD	Liability
2192	LEVIES DEDUCTIONS (PHEAA ETC)	Liability
2193	GROUP LEGAL	Liability
2194	UNION DUES	Liability
2195	LIFE INSURANCE	Liability
2200	COMPENSATED ABSENCES PAYABLE	Liability
2210	LONG TERM DISABILITY DEDUCTION	Liability
2220	VISION BENEFIT DEDUCTION	Liability
2300	ACCRUED AP EXPENSES	Liability
2350	ACCRUED PAYROLL/LABOR EXPENSES	Liability
2400	ESCROW-SECURITY DEP NON INT	Liability
2410	ESCROW-GENERAL	Liability
2500	DEFERRED LAND SALES	Liability

2600	DEFERRED REVENUE	Liability
2740	FUND BALANCE	Liability
2750	FUND BALANCE - YTD ACCUMULATED	Liability
2800	INTERCOMPANY	Liability
3000	LAND SALES	Income
3100	INTEREST	Income
3200	GRANT REVENUE	Income
3300	PRA GRANT	Income
3400	CITY GRANT	Income
3500	OTHER MISC INCOME	Income
3600	DONATED PROPERTY	Income
3900	GAIN/LOSS EQUIPMENT DISP	Income
5000	SALARY	Expense
5005	COMPENSATED ABSENCES	Expense
5010	FICA-SS	Expense
5020	FICA-MD	Expense
5100	PA UNEMPLOYMENT COMPENSATION	Expense
5110	FEDERAL UNEMPLOYMENT TAX	Expense
5120	PENSION CONTRIB-EMPLOYER	Expense
5130	LEGAL SERVICES-UNION	Expense
5140	VOLUNTARY FUND-UNION	Expense
5150	PRESCRIPTIONS	Expense
5160	DENTAL PLAN	Expense
5165	VISION	Expense
5170	OPEB CONTRIBUTION-EMPLOYER	Expense
5180	MEDICAL-EMPLOYEES	Expense
5190	INSURANCE-LIFE	Expense
5195	INSURANCE-DISABILITY	Expense
5200	OHCD SUPPORT SERVICES	Expense
6000	TELEPHONE LAND	Expense
6050	TELEPHONE CELLULAR	Expense

6100	TUITION REIMBURSEMENT	Expense
6110	SEMINARS/CONFER/TRAINING	Expense
6120	TRAVEL/LODGING	Expense
6125	MEALS/BUSINESS LUNCHES	Expense
6128	GAS/FUEL/OIL	Expense
6200	PARKING	Expense
6250	MILEAGE REIMBURSMENT	Expense
6300	POSTAGE	Expense
6350	BOARD MEETING EXPENSE	Expense
6380	MEMBERSHIP DUES	Expense
6400	ADVERTISING	Expense
6510	ADP PAYROLL EXP	Expense
6520	LEGAL SERVICES	Expense
6525	LEGAL CLAIMS & SETTLEMENTS	Expense
6530	ACCTG & SYST SVCS	Expense
6540	AUDIT FEES-FINANCE	Expense
6550	INSURANCE BROKER SERVICE	Expense
6560	PERSONNEL ADMINISTRATION-LEGAL	Expense
6570	STRATEGIC PLAN	Expense
6575	SOCIAL MEDIA EXPENSE	Expense
6580	ORGANIZATION DUES	Expense
6600	SERVICE/MAINT AGREEMENTS	Expense
6610	SOFTWARE MAINTENANCE PLAN	Expense
6700	RENT-OFFICE SPACE	Expense
6800	INSURANCE	Expense
6810	INSURANCE-AUTO	Expense
6812	INSURANCE-COML CRIME	Expense
6813	INSURANCE-GENL LIAB	Expense
6814	INSURANCE-PERILS	Expense
6815	INSURANCE-PROF LIAB	Expense
6816	INSURANCE-ALL RISK	Expense
6817	INSURANCE-UMBRELLA	Expense

6818	INSURANCE-WORK COMP	Expense
6819	INSURANCE: COM PROP	Expense
7000	BOOKS/REFERENCE	Expense
7050	SUBSCRIPTIONS/PUBLICATIONS	Expense
7100	OFFICE SUPPLIES	Expense
7120	PRINTING	Expense
7122	PHOTOCOPY MAINT CONTRACT	Expense
7125	PHOTOGRAPHIC SERVICES	Expense
7200	AUTOMOTIVE LEASING	Expense
7250	VEHICLE REGISTRATION	Expense
7280	AUTOMOTIVE REPAIRS	Expense
7300	COMPUTER SOFTWARE	Expense
7350	COMPUTER SUPPLIES	Expense
7351	COMPUTER LICENSES	Expense
7352	WEB HOSTING EXPENSE	Expense
7353	DATA ANALYTICS	Expense
7400	COMPUTER EQUIPMENT	Expense
7500	LEASE OFFICE EQUIP-OPERATIONS	Expense
7550	RENTAL-MACHINERY & EQUIPMENT	Expense
7701	COMPUTER EQUIP DEPN EXPENSE	Expense
7702	COMPUTER SOFTWARE DEPN EXPENSE	Expense
7703	FIXTURES & FITTINGS DEPN EXP	Expense
7704	MACHINERY EQUIP DEPN EXPENSE	Expense
8000	CONTRACTOR EXPENSES - WZ DOE	Expense
8100	CONTRACTOR EXPENSES - WZ LIHEAP	Expense
8150	CONTRACTOR EXPENSES - BSRP ELEC	Expense
8200	CONTRACTOR EXPENSES - BSRP PLUM	Expense
8300	CONTRACTOR EXPENSES - BSRP ROOF	Expense

8400	CONTRACTOR EXPENSES - AMP ELEC	Expense
8500	CONTRACTOR EXPENSES - AMP ROOF	Expense
8600	CONTRACTOR EXPENSES - AMP PLUM	Expense
8700	CONTRACTOR EXPENSES - THHP	Expense
9100	BANK SERVICE CHARGE EXPENSE	Expense
9150	INTEREST EXPENSE	Expense
9180	BANK CHARGES	Expense
9200	BAD DEBT EXPENSE	Expense
9400	ROUNDING CLEARING ACCOUNT	Expense

- **Customized Sub Accounts Structure and Segmentation**
  User-defined, table driven database that can be configured to mirror the current sub account structure
  - Sub accounts are the building blocks of all PHDC reporting, with each segment denoting a fundamental operational element.
  - Each of the five elements require the ability to segregate, query and report on.
  - The address segments numeric value should be generated by the solution.

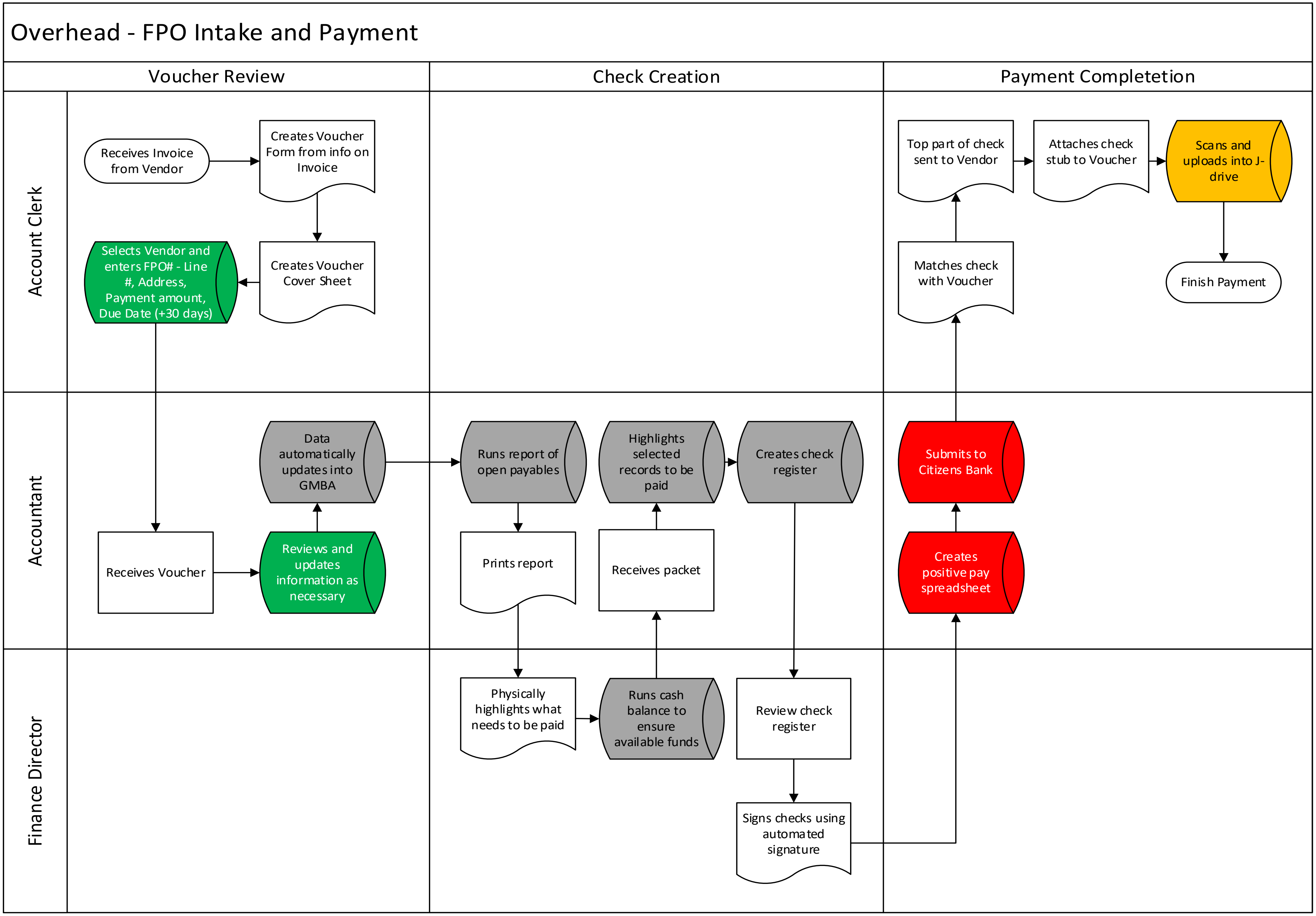
XX	X	X	X	XX	XXXXXXXXXX
Contract Year	**Reporting Consolidation**	**Activity**	**Funding**	**District**	**Address**
43 (07/01/17-6/30/2018)	1- CITY	1- BSRP	1-CDBG	01-1	123467890
44 (07/01/18-6/30/2019)	2-CITY GRANT	2-AMP	2-HTF	02-2	0000000000 = n/a
45 (07/01/19-6/30/2020)	3- Land Bank	3-THPP	3-State	03-3	
00 -Non Contract	4- State	4-Weatherization DOE	4-General Funds	04-4	
	5-Plant Account	5-Weatherization LIHEAP	5-Bond	05-5	
	6-Working Capital(2)	6-Program Income	6-NTI	06-6	
	0- Revolving account	7-DHCD Payment Agent	0 - Pass through	07-7	
		0- Administration		00 -N/A	

5. HIP-Finance Modules Interface

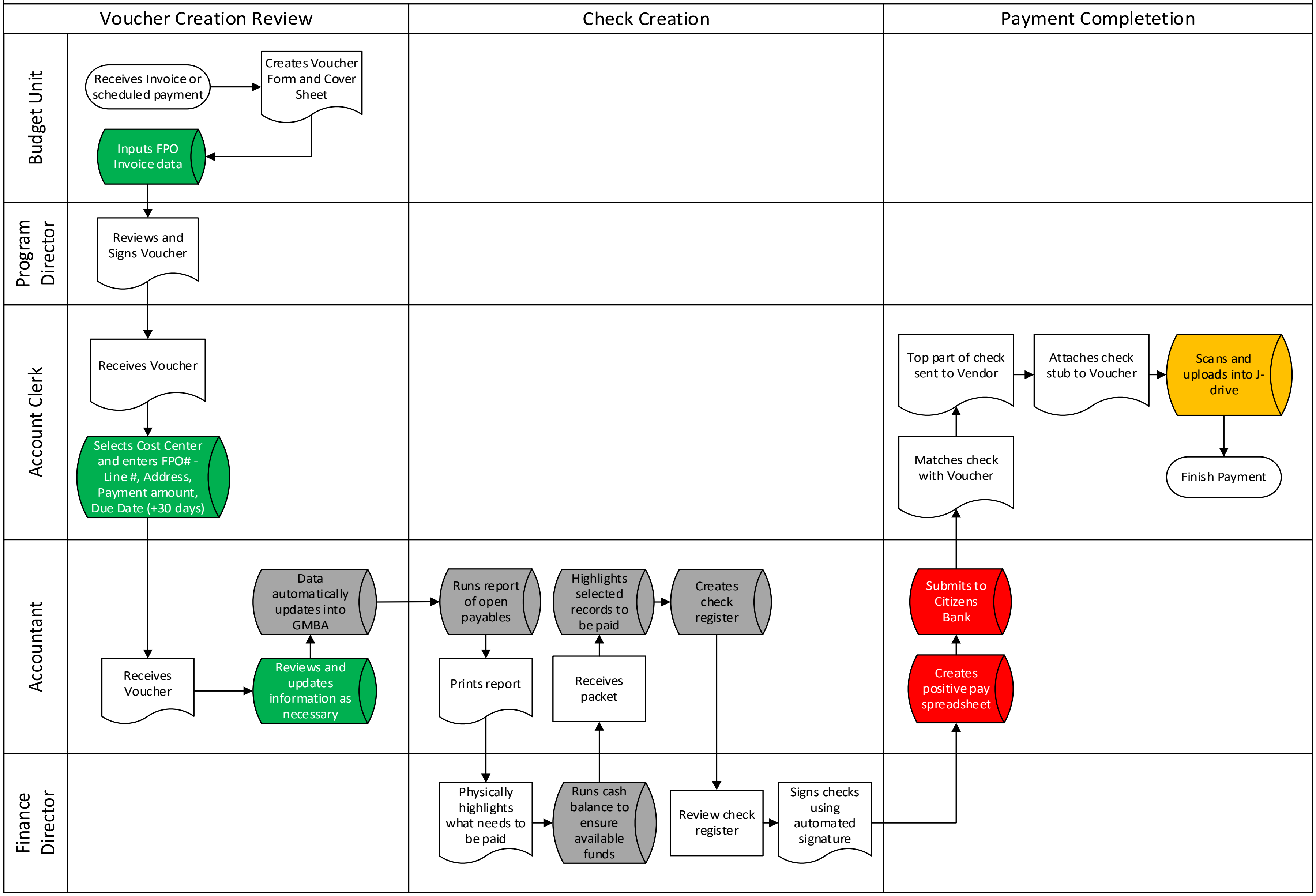
Information populated/entered from HIP staff in the contract management module needs to integrate into the accounts payable module within the accounting system in real time.

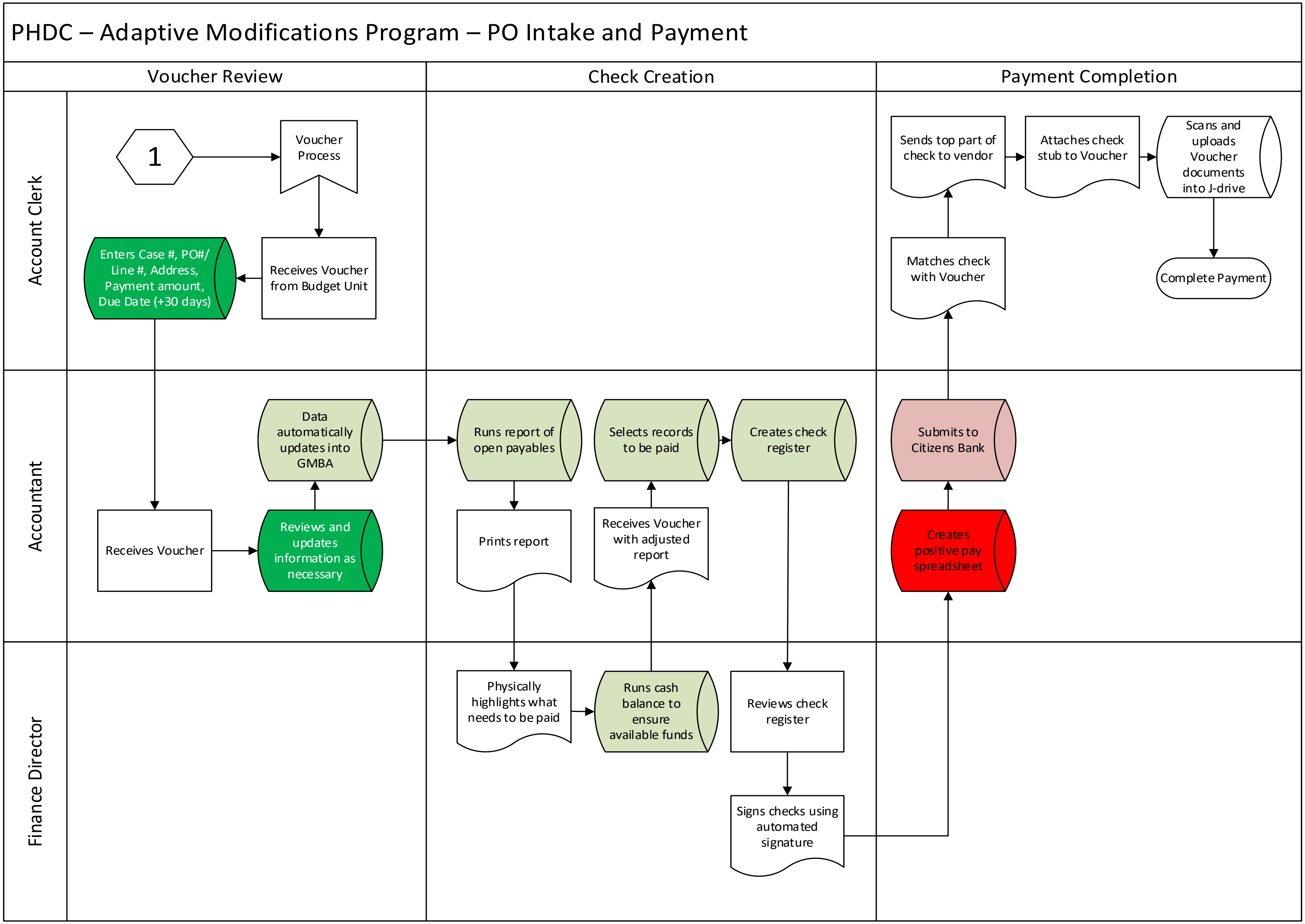
- **HIP: Purchase Orders**
  - Manage purchase orders throughout process, from initial job assignment through receiving and invoicing.
  - Manage internal controls to restrict contractor input/ access and configure review/approval verification steps.
  - View contractor history, previous jobs / job costs, and order dates for all orders.
  - The ability to drill down to view contractor work history.
  - The ability to track multiple contractors for each address/project.
  - Ability to update pricing, either manually or by configuring system to change pricing based on preset rules.
  - Enter and manage contract balances/amounts by vendor, program, funding year and funding.
  - Functionality to allow, track and multiple revisions to the purchase order.

- **Finances role**
  - Upon the completion 'finalizing' of a purchase order in the HIP department, the PO will be automatically interfaced in the accounts payable system for payment scheduling.
  - Finance verifies PO to fully approved contractors invoice before releasing payment.
  - Finance needs the ability to create separate purchase orders for administrative expenses/non programmatic costs (FPO's)
  - Approval of contractor contracts and funding source(s) will be authorized by finance.

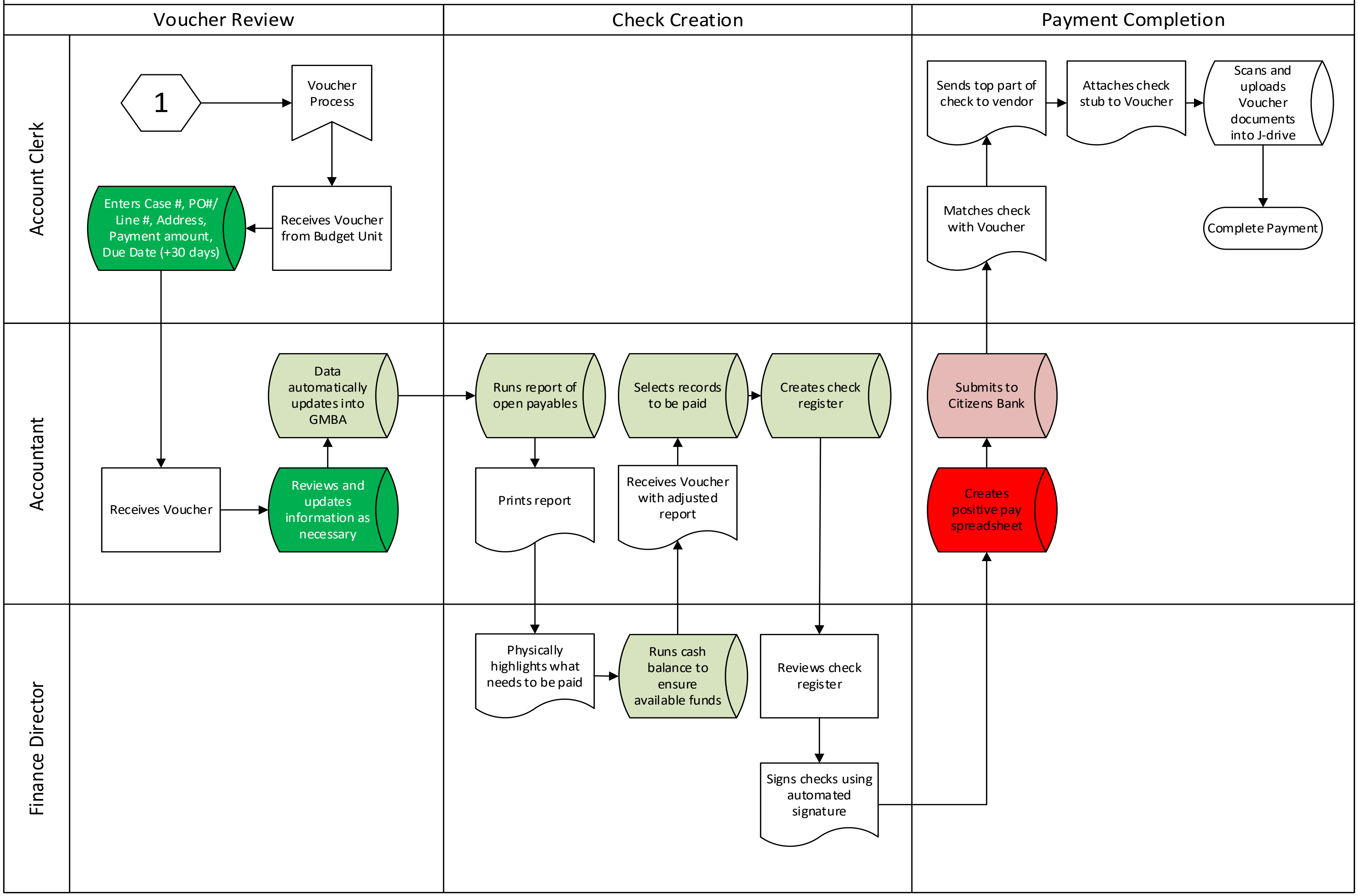

Overhead - FPO Intake and Payment
Voucher Review
Check Creation
Payment Completetion
Account Clerk
Accountant
Finance Director
Receives Invoice from Vendor
Creates Voucher Form from info on Invoice
Creates Voucher Cover Sheet
Selects Vendor and enters FPO# - Line #, Address, Payment amount, Due Date (+30 days)
Receives Voucher
Reviews and updates information as necessary
Data automatically updates into GMBA
Runs report of open payables
Prints report
Physically highlights what needs to be paid
Runs cash balance to ensure available funds
Receives packet
Highlights selected records to be paid
Creates check register
Review check register
Signs checks using automated signature
Creates positive pay spreadsheet
Submits to Citizens Bank
Matches check with Voucher
Top part of check sent to Vendor
Attaches check stub to Voucher
Scans and uploads into J-drive
Finish Payment

Program Costs - FPO Intake and Payment

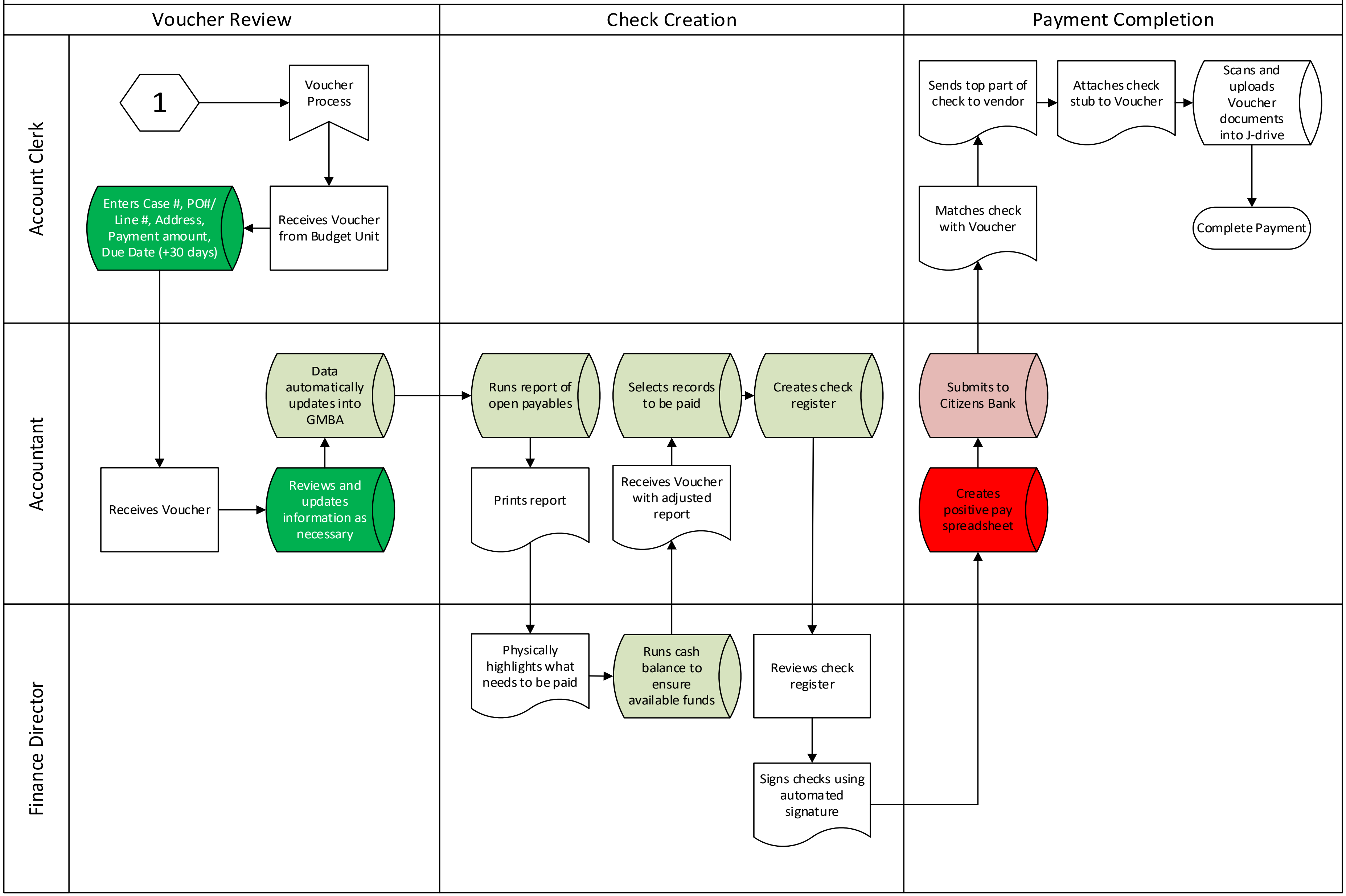


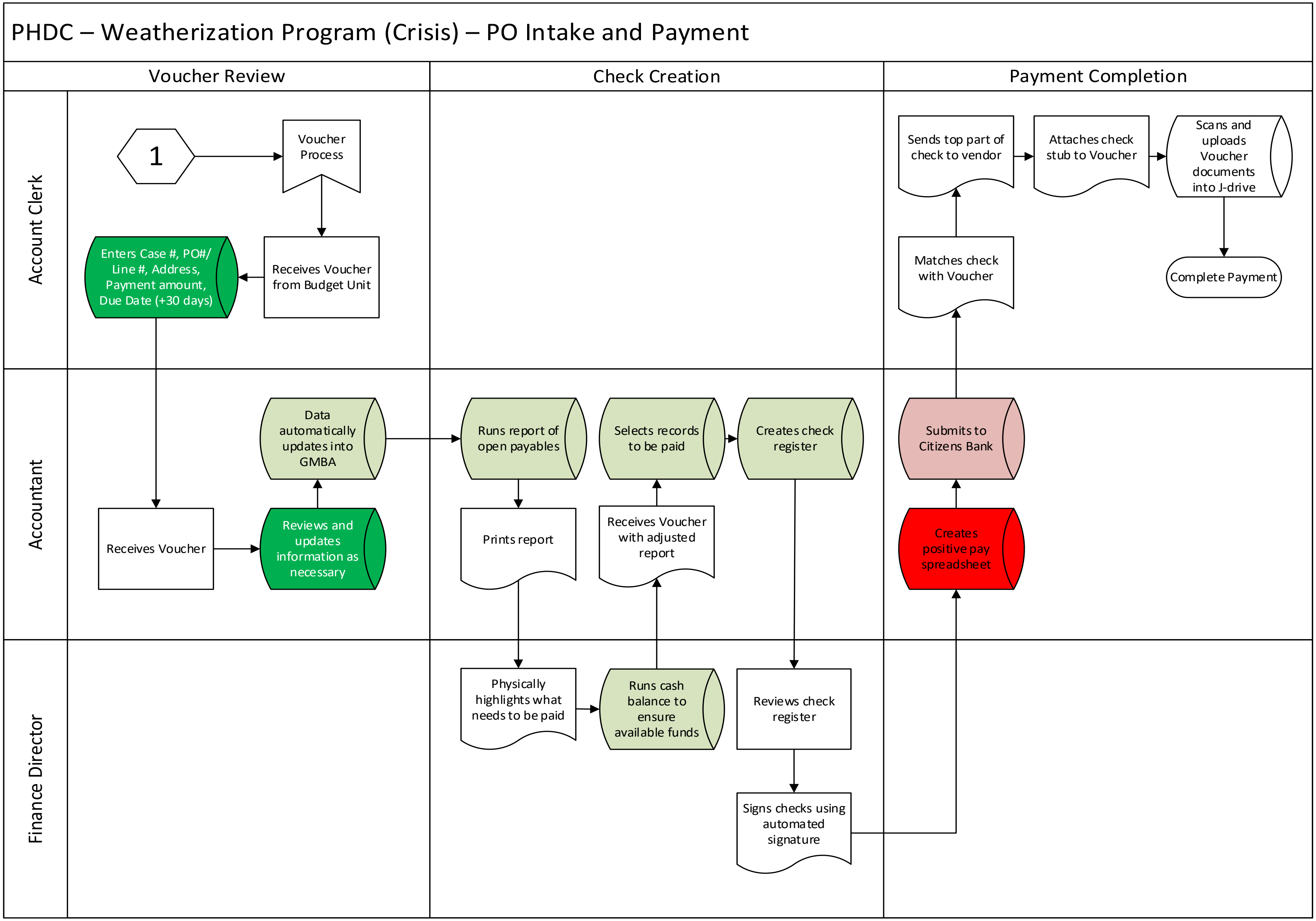

PHDC – Adaptive Modifications Program – PO Intake and Payment
Voucher Review
Check Creation
Payment Completion
Account Clerk
Accountant
Finance Director
1
Voucher Process
Receives Voucher from Budget Unit
Enters Case #, PO#/ Line #, Address, Payment amount, Due Date (+30 days)
Receives Voucher
Reviews and updates information as necessary
Data automatically updates into GMBA
Runs report of open payables
Prints report
Physically highlights what needs to be paid
Runs cash balance to ensure available funds
Receives Voucher with adjusted report
Selects records to be paid
Creates check register
Reviews check register
Signs checks using automated signature
Creates positive pay spreadsheet
Submits to Citizens Bank
Matches check with Voucher
Sends top part of check to vendor
Attaches check stub to Voucher
Scans and uploads Voucher documents into J-drive
Complete Payment

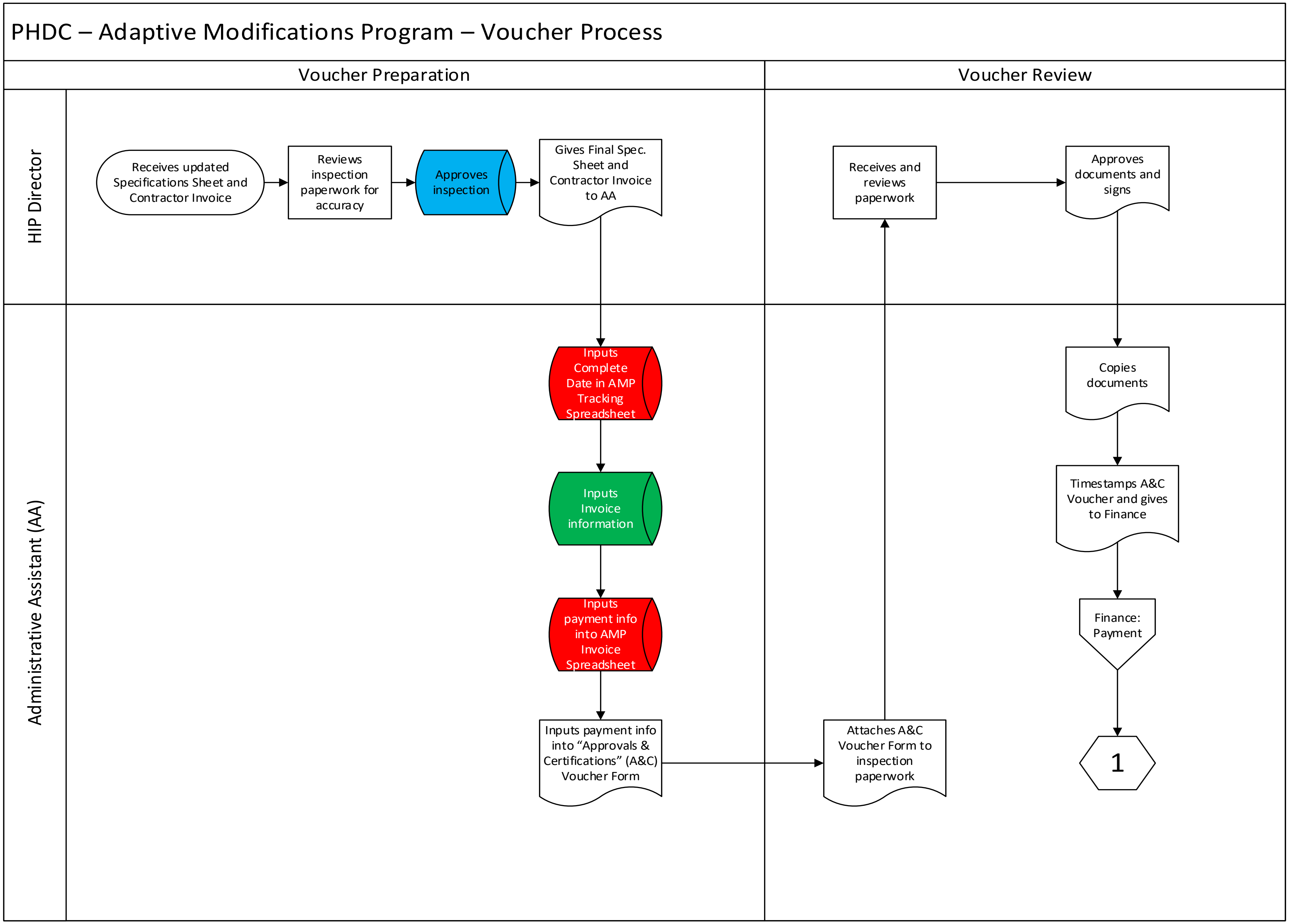
PHDC – Basic Systems Repair Program – PO Intake and Payment

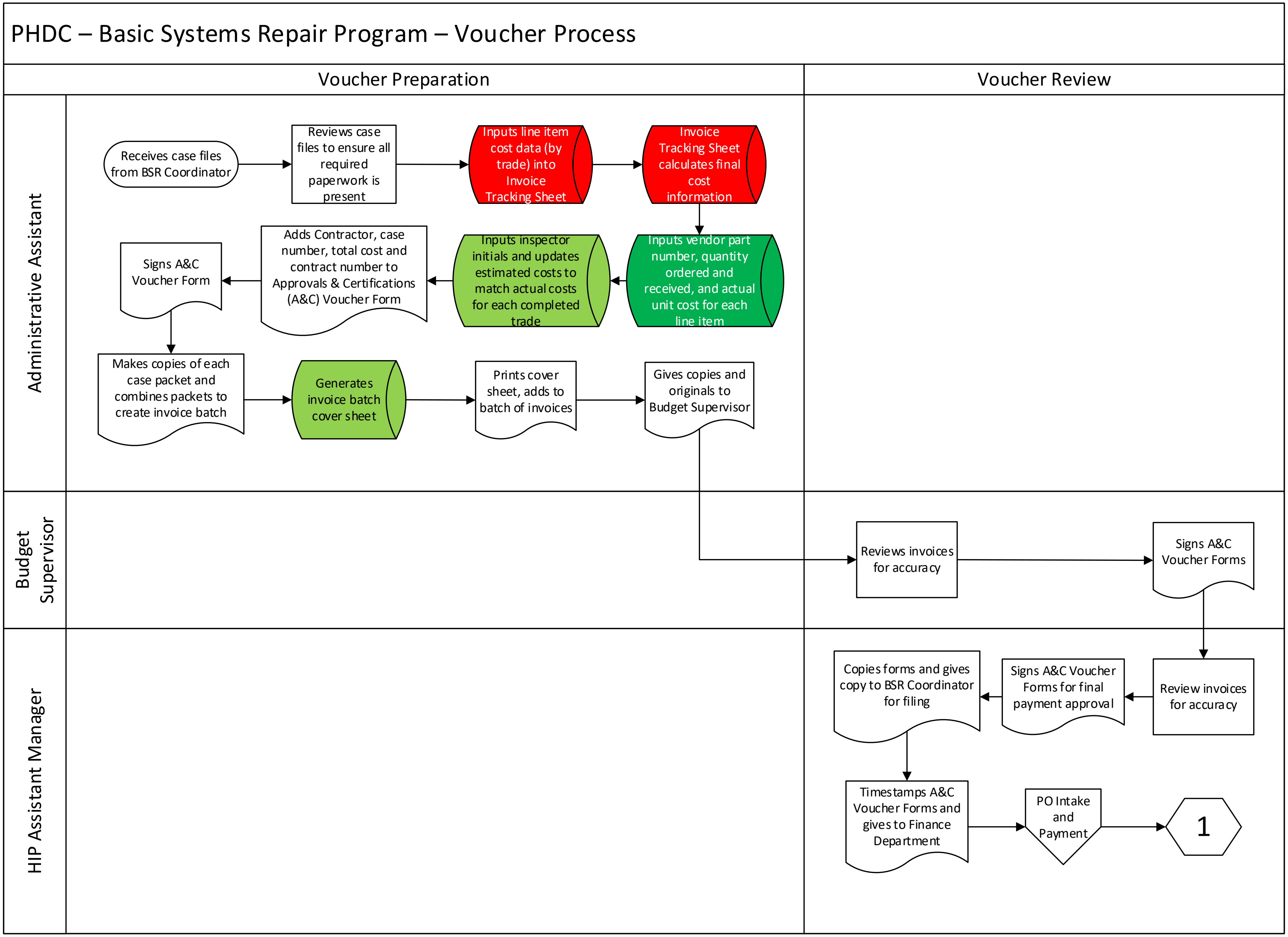


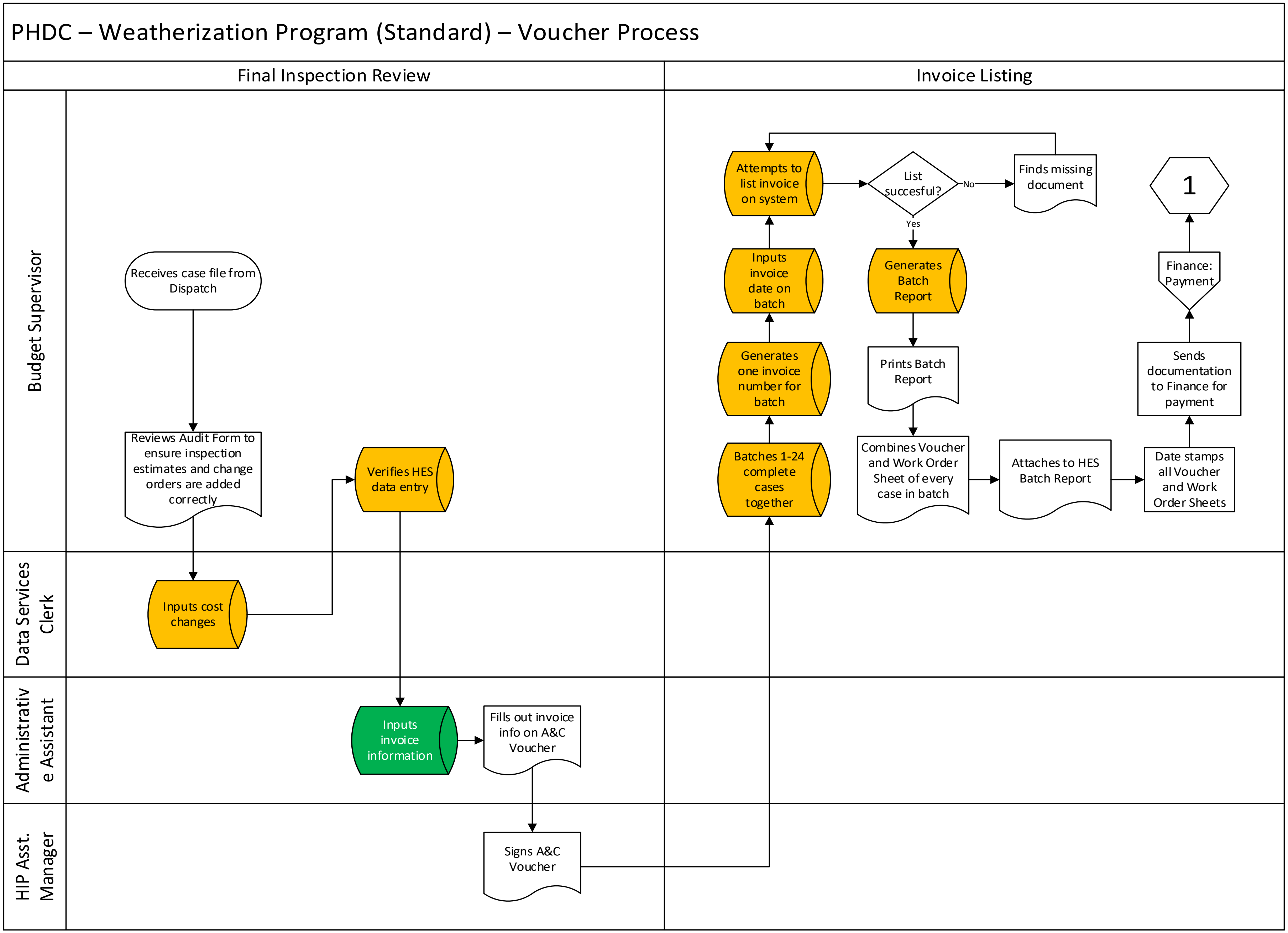
PHDC – Weatherization Program (Standard) – PO Intake and Payment

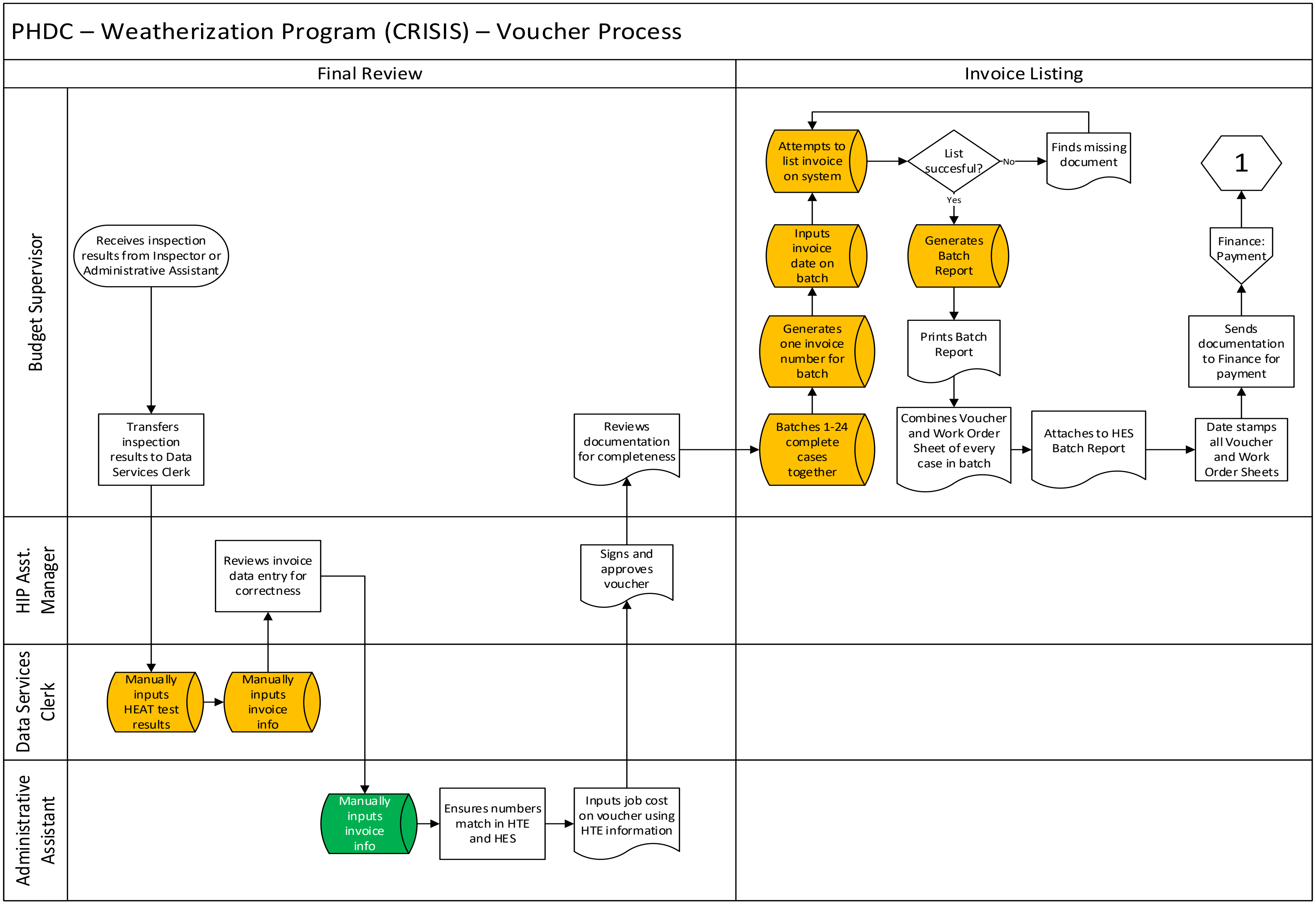



PHDC – Weatherization Program (Crisis) – PO Intake and Payment
Voucher Review
Check Creation
Payment Completion
Account Clerk
Accountant
Finance Director
1
Voucher Process
Receives Voucher from Budget Unit
Enters Case #, PO#/ Line #, Address, Payment amount, Due Date (+30 days)
Receives Voucher
Reviews and updates information as necessary
Data automatically updates into GMBA
Runs report of open payables
Prints report
Physically highlights what needs to be paid
Runs cash balance to ensure available funds
Receives Voucher with adjusted report
Selects records to be paid
Creates check register
Reviews check register
Signs checks using automated signature
Creates positive pay spreadsheet
Submits to Citizens Bank
Matches check with Voucher
Sends top part of check to vendor
Attaches check stub to Voucher
Scans and uploads Voucher documents into J-drive
Complete Payment


PHDC – Adaptive Modifications Program – Voucher Process
Voucher Preparation
Voucher Review
HIP Director
Administrative Assistant (AA)
Receives updated Specifications Sheet and Contractor Invoice
Reviews inspection paperwork for accuracy
Approves inspection
Gives Final Spec. Sheet and Contractor Invoice to AA
Inputs Complete Date in AMP Tracking Spreadsheet
Inputs Invoice information
Inputs payment info into AMP Invoice Spreadsheet
Inputs payment info into "Approvals & Certifications" (A&C) Voucher Form
Attaches A&C Voucher Form to inspection paperwork
Receives and reviews paperwork
Approves documents and signs
Copies documents
Timestamps A&C Voucher and gives to Finance
Finance: Payment
1


PHDC – Basic Systems Repair Program – Voucher Process
Voucher Preparation
Voucher Review
Administrative Assistant
Budget Supervisor
HIP Assistant Manager
Receives case files from BSR Coordinator
Reviews case files to ensure all required paperwork is present
Inputs line item cost data (by trade) into Invoice Tracking Sheet
Invoice Tracking Sheet calculates final cost information
Inputs vendor part number, quantity ordered and received, and actual unit cost for each line item
Inputs inspector initials and updates estimated costs to match actual costs for each completed trade
Adds Contractor, case number, total cost and contract number to Approvals & Certifications (A&C) Voucher Form
Signs A&C Voucher Form
Makes copies of each case packet and combines packets to create invoice batch
Generates invoice batch cover sheet
Prints cover sheet, adds to batch of invoices
Gives copies and originals to Budget Supervisor
Reviews invoices for accuracy
Signs A&C Voucher Forms
Review invoices for accuracy
Signs A&C Voucher Forms for final payment approval
Copies forms and gives copy to BSR Coordinator for filing
Timestamps A&C Voucher Forms and gives to Finance Department
PO Intake and Payment
1


PHDC – Weatherization Program (Standard) – Voucher Process
Final Inspection Review
Invoice Listing
Budget Supervisor
Data Services Clerk
Administrative Assistant
HIP Asst. Manager
Receives case file from Dispatch
Reviews Audit Form to ensure inspection estimates and change orders are added correctly
Inputs cost changes
Verifies HES data entry
Inputs invoice information
Fills out invoice info on A&C Voucher
Signs A&C Voucher
Batches 1-24 complete cases together
Generates one invoice number for batch
Inputs invoice date on batch
Attempts to list invoice on system
List succesful?
No
Yes
Finds missing document
Generates Batch Report
Prints Batch Report
Combines Voucher and Work Order Sheet of every case in batch
Attaches to HES Batch Report
Date stamps all Voucher and Work Order Sheets
Sends documentation to Finance for payment
Finance: Payment
1


PHDC – Weatherization Program (CRISIS) – Voucher Process
Final Review
Invoice Listing
Budget Supervisor
HIP Asst. Manager
Data Services Clerk
Administrative Assistant
Receives inspection results from Inspector or Administrative Assistant
Transfers inspection results to Data Services Clerk
Manually inputs HEAT test results
Manually inputs invoice info
Reviews invoice data entry for correctness
Manually inputs invoice info
Ensures numbers match in HTE and HES
Inputs job cost on voucher using HTE information
Signs and approves voucher
Reviews documentation for completeness
Batches 1-24 complete cases together
Generates one invoice number for batch
Inputs invoice date on batch
Attempts to list invoice on system
List succesful?
No
Yes
Finds missing document
Generates Batch Report
Prints Batch Report
Combines Voucher and Work Order Sheet of every case in batch
Attaches to HES Batch Report
Date stamps all Voucher and Work Order Sheets
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Finance: Payment
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