

Buffington Community Services Grant Manual



Community Services Division

This manual is provided by the Community Services Division to guide all Buffington Community Services Grant funded social service agencies throughout the grant year. All guidelines and most frequently asked questions are addressed in this manual. This manual will be revised and updated as policies and procedures change.

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Introduction

The City of Plano recognizes the need for community services within the city and, for this reason, makes funds available for social services. The Buffington Community Services Grant (BCSG) supplies funds for programs that provide public service activities directly to Plano residents, with special consideration given to those agencies offering short-term, urgent economic assistance or care services, offering immediate relief of crisis impacting the physical and/or mental health of Plano residents. All such services will contribute to one or more goals of the City's current, adopted Five Year Consolidated Plan of Housing and Community Development Needs.'

Purpose

The purpose of this manual is to provide management support to BCSG grant recipients, while ensuring that all recipients adhere to City of Plano grant rules. It is designed so agencies understand the requirements that apply to the use of funds for the delivery of services to Plano residents.

Section I-A: Eligibility Requirements & Restriction

BCSG Eligible Activities:

Activities that provide public service activities directly to Plano residents, with special consideration given to those agencies offering short-term, urgent economic assistance or care services, offering immediate relief of crisis impacting the physical and/or mental health of Plano residents. General categories for such assistance include food, clothing, shelter, transportation, medical care, crisis counseling, and any other social services provided directly to individuals or households. The Community Relations Commission (CRC) will not recommend funding for duplication of programs.

Expenditure Requirements:

BCSG grant allocations are for expenses incurred within the City of Plano fiscal year, between October 1 and September 30. All funds must be spent no later than September 30. Bills remaining to be paid after that date may not be paid with BCSG funds. Unspent funds will be forfeited by the agency. Records to justify expenditures must be maintained by the agency for a period of five years after termination of the grant agreement.

Grant Restrictions:

BCSG funds may not exceed 25% of the organization's annual budget.

- 1) Ineligible Activities - Non-profit organizations MAY NOT utilize BCSG funds for any of the following:
 - Activities that do not provide assistance Plano residents,
 - Social functions, parties, receptions, fund-raising benefits, refreshments, or beverages,
 - Licensing fees of any kind,
 - Underwriting, investments, stocks, bonds, or any financial obligation, and
 - Fines, penalties, or costs of litigation.

Section I-B: Contract Requirements

Insurance and Indemnification

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

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

Contract Budget

Contract budgets are derived from the Program Budget submitted with the grant application, proportional to the funding allocation. Only budget line items that were placed in the application's Program Budget will be included in the contract budget. Line items that were not placed in the grant application, and therefore not reviewed by the Community Relations Commission, will not be input into the contract.

While staff is aware that unforeseen circumstances occur throughout the year, agencies are not permitted to reallocate funds from the budget submitted unless written consent has been provided by the Housing and Community Services Manager. Any changes not approved will be considered a breach of contract and will be taken into consideration during the CRC's grant funding recommendations.

Section I-C: Contract Signing & the Agency Reimbursement

The Community Services Division staff facilitates a contract signing and training session that is mandatory for all awarded agencies. If the agency signatory is not available for training, someone from the agency can attend in the signatory's place. Once the contract is fully executed and the agency has been through the grant training, funds will be distributed on a reimbursement basis, upon approval of the Quarterly Report. If there is an unavoidable conflict with the training meeting time, the signatory must schedule a one-hour meeting with the Community Services staff liaison and the Housing and Community Services Manager to go over all details addressed in the mandatory training.

A representative possessing signature authority from the awarded agency's board or governing body must sign the contract and submit all required Exhibits by **no later than Friday, October 13, 2017**. If City of Plano Neighborhood Services staff has not received a signed contract and its required Exhibits by the said date, the contract shall be null and void.

Section II: Administering Your Grant

A) Financial Management

Internal Controls

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

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

Accounting

BCSG grant recipients must have accounting records that adequately identify the sources and application of BCSG funds. Your organization should have (1) a chart of accounts which includes general assets, liabilities, expenses, and revenue, (2) a cash receipts and disbursements journal, (3) a payroll journal, and (4) a general ledger.

B) Service Standards

All agencies funded through BCSG must adhere to the following standards:

- Funds are to be used for program services for Plano residents only. Agencies providing service should utilize the verification of residency process map shown in this manual.
- All agencies must adhere to all terms of the contract as well as all addendums and supplemental contract information.
- Agencies must comply with city insurance standards. Certificate must be supplied at time of contract followed by any renewals throughout the year.

C) Rent & Utility Assistance Programs

Below are the minimum requirements for providing rent and utility assistance with BCSG funds:

- The household receiving assistance must live within Plano city limits.
- **Financial assistance using City of Plano funds may be provided no more than one incident within a three year period to any one household.** Agencies will be required to track clients through HMIS as it is available and will share data with other regional agencies.
- Monthly rent or mortgage assistance is capped at the Dallas, TX HUD Metro Small Area Fair Market Rents effective at the time of client intake. Total utility assistance is capped at 25% of the applicable FMR limit at the time of client intake. Rent/mortgage and utility limits are determined and published by HUD here: <https://www.huduser.gov/portal/datasets/fmr.html> and listed below:

2017-18 Dallas, TX HUD Metro FMR Small Area Rent Limits					
Zip Code	Efficiency	1BR	2BR	3BR	4BR
75023	\$820	\$980	\$1,210	\$1,640	\$2,090
75024	\$1,040	\$1,240	\$1,530	\$2,070	\$2,650
75025	\$870	\$1,040	\$1,280	\$1,730	\$2,210
75026	\$790	\$950	\$1,170	\$1,580	\$2,020
75074	\$730	\$870	\$1,080	\$1,460	\$1,870
75075	\$760	\$910	\$1,120	\$1,520	\$1,940
75086	\$790	\$950	\$1,170	\$1,580	\$2,020
75093	\$920	\$1,100	\$1,360	\$1,840	\$2,350
75094	\$1,020	\$1,220	\$1,510	\$2,040	\$2,610
2017-18 Utility Limits (Total Allowable Utility Assistance)					
Zip Code	Efficiency	1BR	2BR	3BR	4BR
75023	\$205	\$245	\$303	\$410	\$523
75024	\$260	\$310	\$383	\$518	\$663
75025	\$218	\$260	\$320	\$433	\$553
75026	\$198	\$238	\$293	\$395	\$505
75074	\$183	\$218	\$270	\$365	\$468
75075	\$190	\$228	\$280	\$380	\$485
75086	\$198	\$238	\$293	\$395	\$505
75093	\$230	\$275	\$340	\$460	\$588
75094	\$255	\$305	\$378	\$510	\$653

A) Verification of Residency Process

All agencies receiving BCSG funds state in the grant application and reaffirm via contract execution that funds received will be spent on Plano residents. As a result, residency verification of all Plano clients is required. The verification process map below outlines the verification of residency process. The map below is primarily for agencies providing rent and utility assistance. However, all agencies that have in-person contact with clients should request identification to verify the clients reside in Plano.

Waivers, Exceptions, and Exemptions

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

An agency requesting a waiver exception, or exemption should email the Community Services staff liaison to initiate the process. The staff liaison will discuss the request with the Housing and Community Services Manager and once a decision is made, the decision will be sent to the agency from the staff liaison.

Examples

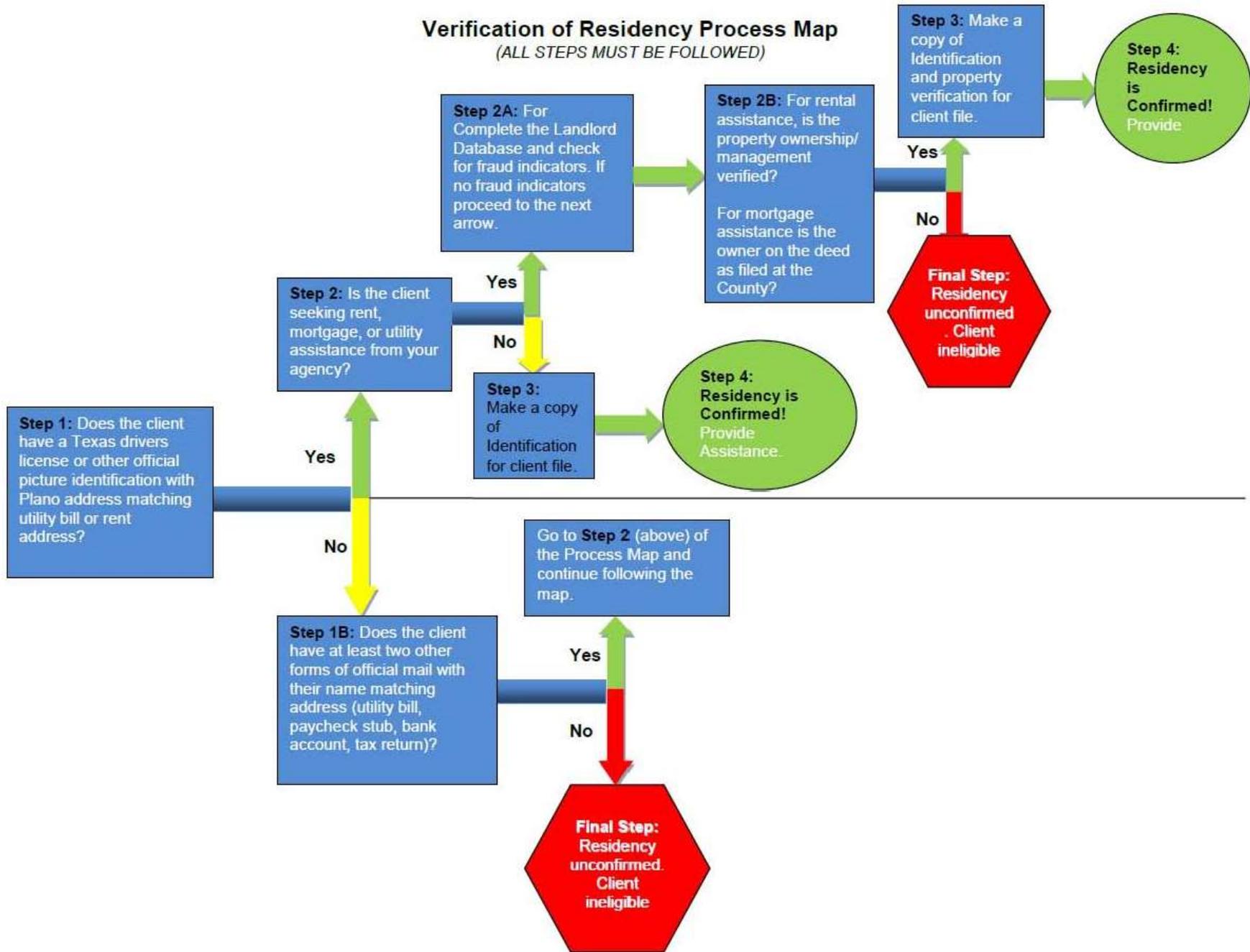
The following are examples (including but not limited to) the types of circumstances or scenarios that might warrant a waiver, exception, or exemption from the verification of residency process in part or whole:

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

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

Verification of Residency Process Map

(ALL STEPS MUST BE FOLLOWED)



Section III-A: Quarterly Reporting

BCSG quarterly reports will be submitted electronically through ZoomGrants; therefore, each agency is required to have at least one registered ZoomGrants user. The Quarterly Reports tab in ZoomGrants contains the following information that should be completed by each agency before the electronic report is submitted at the end of each quarter:

1) Clients Served

- Insert the total number of clients served each quarter in the appropriate box based on what you are reporting: Individuals, Families or Households. Refer to the level of accomplishment section of your contract if necessary.
 - The “individuals” category reports each individual human being. A family of five would count as five persons in this category. A “family” is defined as all persons living in the same household who are related by blood, marriage, or adoption, including adult children who continue to live at home with their parent(s) and a dependent child who is living outside of the home (e.g. students living in a dormitory). An individual living in a housing unit that contains no other person(s) related to him/her is considered to be a one person family for this purpose. A “household” includes all people living within a single housing unit, so four unrelated people sharing an apartment would count as one household.
- NOTE: All clients served are to be reported as new during the first quarter in which they receive service. They are to be reported only one time during the year.
- Insert the race information for the clients served each quarter. The number of clients reported in the race category should match the total number of clients reported in Question 1 of the report.
- Insert the ethnicity information for the clients served each quarter. This number may not match the number reported in Questions 1 and 2. Only report clients who identify themselves as Hispanic in this section.

Note: Race and ethnicity reporting is consistent with that required by the federal government. Every client served has a race. Ethnicity refers to either Hispanic or Non-Hispanic.

- For Questions 5-9, enter the appropriate information regarding the breakdown of clients served.

2) Measurable goals and program narrative

- Question 10 refers to the measurable goals and outcomes as stated in Question 21 of the grant application. Please refer back to the grant application and insert the goals exactly as they appear in the application.
- In Question 11 of the quarterly report, please list the specific outcomes that correspond with the goals listed in Question 10.
- Question 18 allows the agency an opportunity to explain significant community impacts, as well as any other details about services rendered that are not relevant to the clients served with BCSG funding. This is the ideal opportunity for agencies to highlight community contributions. If data is available regarding how many clients were low income per HUD or Federal Poverty guidelines, please mention it in this section.

3) Required Attachments

- Each agency must submit a list of clients served each quarter, either by Unique Identifier or by Last name, First initial with EACH quarterly report submitted.
- A required certification form can be found in the Library tab in ZoomGrants. This form should be signed by either: 1) two members of the recipient's executive board or 2) one board member and the executive director, and notarized in order to ensure transparency in reporting and reduce potential risk to both the agency and the City. The signed/notarized document is required to be uploaded to ZoomGrants before the quarterly report can be submitted. (See attached Exhibit A).

4) Accomplishment Narrative

- Each quarter, the agency should complete Question 18 to indicate their impact in the community using BCSG funds.
- The agency is also required to submit a response to Question 19, the Program Summary Narrative, with the 4th Quarter report. These narratives will be reviewed by all Community Relations Commissioners and therefore will be taken into consideration during grant award recommendations.

Section III-B: Progress Reports

Each agency will be able to monitor its progress toward its level of accomplishment goal, as well as its remaining grant funds through ZoomGrants reports. City staff may ask questions or note discrepancies found while reviewing the submitted quarterly report.

The CRC looks for agencies that are setting attainable goals and are constantly working to track progress and achieve those goals. Likewise, the CRC will note agencies not working to achieve the goals as stated in the grant application. Ongoing inconsistencies will be considered during the CRC's grant funding recommendations.

Section III-C: Report Deadlines

Below are the deadlines for quarterly reports. Each agency will receive a reminder of upcoming deadlines seven (7) days prior to the due date. Reports are due by the final day of the month following the end of the quarter, and ZoomGrants will timestamp the report at the time of submission. Quarterly deadlines are as follows:

- 1st Quarter is **October 1 - December 31**. The 1st Quarterly Report is due by **January 31**.
- 2nd Quarter is **January 1 - March 31**. The 2nd Quarterly Report is due by **April 30**.
- 3rd Quarter is **April 1 - June 30**. The 3rd Quarterly Report is due by **July 31**.
- 4th Quarter is **July 1 - September 30**. The 4th Quarterly Report is due by **October 31**.

Timely submittals of quarterly reports are important. The 4th Quarterly Report is included in staff reports submitted to the CRC. As a result, all agencies should be mindful that the Commission will be aware of all late quarterly reports. Consistent late submittals will be taken into consideration during the CRC's grant funding recommendations.

Section IV-A: Year End

All grant expenses must be dated no later than September 30 (reference requirements in [Section I-A\(2\)](#)). All remaining grant funds will be paid following approval of the agency's third quarter report. If expenses submitted with the fourth quarter report do not exhaust remaining grant funds or are incurred after September 30, the agency will be required to return those funds to the City of Plano. If an agency does not spend its grant funds and request reimbursement within the established deadlines, it will be noted in the staff evaluations submitted to the CRC.

Section IV-B: Audit and Monitoring

Annually, the City of Plano Internal Audit staff selects two or more BCSG contracts to audit for compliance with the city's program standards. Agency selections are left to the discretion of Internal Audit staff. Agencies with recurring reporting issues and discrepancies could increase the possibility for an agency to be selected for an audit. The results of all audits are included in staff reports submitted to the CRC.

Quarterly, the City of Plano Community Services Division staff completes a desk monitoring of reports and reimbursement requests submitted by agencies. The City may perform an on-site monitoring of any BCSG agency's files at its discretion.

Section V: Plano Logo Use Policy

Your contract requires you to recognize the City of Plano through the established partnership process within your agency. In order to facilitate this recognition, the City will provide a copy of the Plano logo for your use on printed materials, your website and other promotional items where sponsors at the City's level of support are recognized.

EXHIBIT A

Certification

We hereby certify that _____ (agency name) has complied with all the terms and conditions of the grant agreement and that the public funds received from the City of Plano pursuant to that agreement have been spent for the public purposes for which they were granted.

Signature 1: _____

Printed Name 1: _____

Title: _____ *(Executive Director or Board Member)*

Date: _____

Notary for Signature 1:

ACKNOWLEDGMENTS
STATE OF TEXAS
COUNTY OF COLLIN

This instrument was acknowledged before me on the _____ day of _____, 20__ by:
_____ (Name 1) of _____

(Agency Name) a Texas non-profit corporation, on behalf of said corporation.

Notary Public, State of Texas

Signature 2: _____

Printed Name 2: _____

Title: _____ *(Executive Director or Board Member)*

Date: _____

Notary for Signature 2:

ACKNOWLEDGMENTS
STATE OF TEXAS
COUNTY OF COLLIN

This instrument was acknowledged before me on the _____ day of _____, 20__ by:
_____ (Name 1) of _____

(Agency Name) a Texas non-profit corporation, on behalf of said corporation.

Notary Public, State of Texas