



## **DRAFT**

### **Road Home Policy and Procedure Changes for Implementation of Act 709**

Senate Bill 441, written by Sen. J.P. Morrell, was passed by the legislature and signed into law by the governor, becoming Act 709, effective as of June 18, 2014. Act 709 requires changes to the Road Home grant recovery process regarding timing of activities, methods of delivery and information included in grant recovery letters.

The Road Home suspended grant recovery efforts June 11, 2014 to develop and implement the new procedures. The proposed changes, which are still in the process of being finalized, are listed below. These new rules will take effect no later than October 1, 2014.

#### **Letters Sent by Certified Mail**

- All grant recovery letters issued will be sent via both certified and regular mail, with a notation on each letter that a duplicate has been sent.
- The Road Home grant recovery procedures have been modified to include the use of certified mail for all recovery letters.

#### **Reasons for Non-Compliance**

- All new grant letters for non-compliance will state the reason for non-compliance and a list of all documentation that is missing in the homeowner's file.
- Letters for overpayment will continue to state the specific reason for grant recovery.

#### **90-Day Response Time for Homeowners**

- Grant recovery letters will each allow at least 90 days for response, with reminder letters sent at 30 and 60 days.

#### **60-Day Response Time by Road Home**

- Program officials continue to work with Sen. Morrell to ensure that new policies allow homeowners to have a timely resolution within the Road Home program, while also having enough time to supply documentation for compliance or a potential unmet need.

The Road Home will continue to work with homeowners to help them identify unmet needs or become compliant. To speak to a case manager or set up a meeting, contact the Road Home at 1-888-762-3252, extension 2.