



DECLARATION OF INCOME ELIGIBILITY

AND

WAIVER OF CONFIDENTIALITY

I hereby certify to the best of my knowledge I am the only member of the household designated on this application that has applied for the WEATHERIZATION PROGRAM administered by MONROE COUNTY SOCIAL SERVICES.

I certify that my household has not been previously weatherized by MONROE COUNTY SOCIAL SERVICES.

I certify that my household meets the income guidelines for this program.

I certify that all information on the Client Intake Form is true and correct. I understand that misrepresentation is illegal and that violations will be pursued.

I hereby waive my rights under the Privacy Act and authorize the release of information concerning my home and the verification of any information presented by me.

CLIENT SIGNATURE

DATE

COUNTY WEATHERIZATION REPRESENTATIVE

DATE

APPEALS PROCESS

In the event of a complaint/appeal the complaint/appeal shall first be heard by the County Weatherization Representative. Should the County Weatherization Representative be unable to resolve the difficulty, the complaint/appeal will be referred to the Social Services Director. If the complaint/appeal is not resolved a final determination will be addressed by the Department of Community Affairs.



BOARD OF COUNTY COMMISSIONERS

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Mayor Pro Tem Heather Carruthers, District 3
Kim Wigington, District 1
George Neugent, District 2
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Monroe County Social Services
The Historic GATO Building
1100 Simonton Street
Key West, FL 33040
305.292-4408 office
305.295-4376 fax



**Monroe County/WAP
Client Grievance Policy**

The grievance procedure is a process through which a client can bring concerns to the agency. Complaints will be resolved fairly and timely. Many grievances can be resolved quickly by correcting a misunderstanding, or with a simple negotiation. Having the issue handled by those immediately involved is a benefit as well, as they know more about the problem at hand than do people at higher levels. The Weatherization Inspector determines the relevance of the client’s dissatisfaction to determine plausibility and possible activity within the program guidelines to rectify the situation.

However, a given grievance may involve a more difficult issue, or one or more of the parties may refuse to settle with a simple negotiation. The availability of appeals to a higher level not only provides an end to what might otherwise become frustrating bickering, but often serves to remind a given representative at any level that reasonableness at this stage will eliminate the need for review of his or her actions by someone higher up. An unresolved grievance at this first level will be brought to the Weatherization Inspector for resolution.

Any dispute which may arise shall be subject to the following Grievance Procedure. This is the final step in the appeal process.

1. The grievance must be put in writing within 30 days after work was performed and turned in to the Coordinator. Grievance should be mailed to Monroe County Weatherization Program, 1100 Simonton St., Key West, FL 33040. An explanation should be provided detailing the nature of the specific complaint, work to be done including date, or the problem with the work performed and why it was not satisfactory.
2. Monroe County Social Services, upon receipt of the written grievance from the client will review the grievance through the agencies internal review process. Once the course of action has been determined, Monroe County Social Services will then:
 - A. Send a certified letter to the client and a copy to the State Consultant with the following information:
 - i. Outlining the issue,
 - ii. Clarifying applicable program guidelines,
 - iii. Indicate the action required by the client (if applicable), or
 - iv. Indicate action the agency will take to either resolve the issue or justify its position.
 - v. The client must respond within 2-4 weeks.
 - B. After the time frame has expired, if no response is received, a follow-up second certified letter and with a copy to the State Consultant is sent indicating the file will be administratively closed. The dwelling may then be reported as completed in the next Financial State Report with notation in BWR comments box as an administrative close-out.

Client Signature Date

Inspector’s Signature Date



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WEATHERIZATION ASSISTANCE PROGRAM

MEMORANDUM OF UNDERSTANDING

By signing this memorandum of understanding I agree to the following:

1. I understand that it is the intent of the Weatherization Assistance Program to reduce the amount of electricity I consume and that it is held to the procedures and guidelines set forth by the State of Florida Department of Community Affairs. I realize that it is not a rehabilitation or remediation program and that all measures will be recommended by the Weatherization Inspector and/or the recommendation of the NEAT/MEAH audit program.
2. I understand that a permit may be required to perform weatherization work and I am required to inform the Weatherization Inspector of any current home improvement projects that I have taking place in my home and, if they interfere with weatherization, I agree to complete them before weatherization can begin. I also agree not to begin any other new projects until weatherization is complete without the permission of the Weatherization Inspector.
3. I understand that the contracting firm hired to perform weatherization services to my home is in contract with Monroe County Social Services and they are only required to perform the measures set forth in the Pre-work Order Agreement. Any variations with this document must be approved by the Weatherization Inspector and a Change Order for Services must accompany any and all amendments to the PWOA.
4. I agree to correspond with the contracting firm in a timely manner and meet any reasonable request in order to effectively and efficiently perform the weatherization measures included in the PWOA. I understand that I must provide access to my home on the agreed upon dates and times of scheduled work. I understand that the contracting firm is not responsible to move any of my furnishing or personal effects in the competition of the weatherization project.

CLIENT SIGNATURE DATE

WEATHERIZATION OFFICIAL DATE



Weatherization Program Work Deferral Policy

The formal course of action for placing services on hold until a situation has been rectified by either the dwelling owner or another fund source or program begins with a written notification sent by certified letter to the dwelling owner (or landlord and client) by Monroe County Social Services.

Reasons for initiating:

1. The inspection process reveals that there are structural problems or the condition of the dwelling warrants rehabilitative services.
2. The integrity of the weatherization measures to be installed will be compromised.
3. The client refuses any items listed on the Pre-Work Order Agreement (PWOA).
4. The client refuses to sign the PWOA.
5. A dangerous Carbon Monoxide situation exists.
6. Extensive (obvious) flaking or chalky painted surfaces (indicative of lead paint).
7. More than two square feet of visible mold is present.
8. Existing health or safety issues (unsanitary conditions, pests, etc.) that would endanger workers.
9. While performing work the client is non-cooperative or abusive (documented by two individuals).

Correspondence to include:

1. The results of the dwelling inspection
2. Description of the situation that prohibits work from proceeding.
3. Detailing what needs to be done before weatherization can proceed.
4. Noting that the situation may not be addressed in the program.
5. Requesting that the agency be contacted after situation has been rectified.
6. Indicate that the situation must be resolved within 60 days.
7. File placed in a pending or work deferred status.
8. After 90 days the file may be administratively closed.

Client Signature Date

Inspector Date

Please sign only in **BLUE INK**