Family Processing Map

Start

FEMA/CLC Family in DataBase

Match Family SSN/s with HUD Systems and with Deceased SSA DB

Matched? — No → FEMA/CLC Net Family DB

HUD DB

SSA Deceased DB

QA Researches Match with HUD Systems

Double dipping? — No. False Positive.

Submit to FEMA

HUD Submits to OIG

Fix HUD Database (PIC/TRACS/DVP/REO)

Submit to FEMA

Received File from FEMA

Changes or Deletions?

Deletions

Initial or Quarterly Match?

Quarterly. Family previously received DHAP benefits

HUD Submits to OIG

HUD Removes Family from DIS/DB. **FAMILY RECEIVING DUPLICATE ASSISTANCE**

HUD Add/Keep Family to DIS/DB

Changes. HUD Changes Family Info in DIS/DB

Initial. Family has not Received DHAP benefits.

FEMA Submits to OIG

Deletions. HUD Removes Family from DIS/DB **DECEASED**

Upate DIS/DB

Family covered by PHA GA? — Yes

NO. Family NOT covered by GA.

PHA Contacted Family? — Yes

No

Can Landlord provide Tenant Information?

NO. Family cannot be **CONTACTED.**

PHA performs an **EOP** and specifies a **REASON FOR TERMINATION**

Do NOT Pay!

PHA checks the **INTAKE** check box

Family Intake Process

Family agrees to CM?

NO. Family does not agree to **CASE MMANAGEMENT**

PHA checks the **CASE MANAGEMENT** check box

Landlord Participates?

NO. No DRSC

Family Agrees to Move?

NO. Family does not agree to **MOVE to unit with a participating Landlord**

YES. No DRSC and Family agrees to move.

FEMA Direct Family? — YES. FEMA Direct → FEMA Pays!!!

NO. CLC Family

HUD Pays thru 3rd party!!!

PHA checks the **LANDLORD DRSC** check box — Yes

PHA Pays!!!

PHA fills **Inspection Date** field

Unit Passes Inspection? — Yes

No

Landlord Fixes? — Yes

No

Stop Landlord Payments (PHA Terminates Lease on DIS)

PHA Issue New Lease in DIS

Family finds compliant unit? — Yes / No

Family agrees to move? — Yes

Notify family they need to move

NO. Family does not agree to **MOVE to HQS compliant unit**