



COMMUNITY AGING IN PLACE PROGRAM

COMMUNITY AGING IN PLACE PROGRAMS GUIDANCE AND PROCEDURES

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INTRODUCTION

The Maine State Housing Authority Community Aging in Place Program (CAIP) provides services to assist aging homeowners with low-cost, high-impact home modifications to make their homes safe. The Community Aging in Place Program is administered by MaineHousing and subgrantee Partner Organizations across the state, as defined herein, with each Partner Organization being responsible for implementing the CAIP within a particular region of Maine.

This *Community Aging in Place Programs* (the “Community Aging in Place Programs Guide”) is designed to provide users with information about the Community Aging in Place rules, regulations, policies, and guidance for administering the CAIP Programs.

The Community Aging in Place Guide has two sections:

[Chapter A: Program Guidance](#), provides information about rules, policies and other guidance for the CAIP Program

[Chapter B: Program Procedures](#), provides procedural guidance on how to administer CAIP Program projects; and

The CAIP Guide is a working tool and will be maintained by MaineHousing staff. When guidelines or clarifications are made to the CAIP Program, MaineHousing will issue notification and revised pages to be added or replaced in this CAIP Guide. When income limits change, new charts will be issued for replacement and made available on MaineHousing’s website at

<https://www.mainehousing.org/partners/partner-type/community-agencies/federal-and-state-elderly-community-aging-in-place-programs>

CHAPTER A: PROGRAM GUIDANCE

SECTION A1: DEFINITIONS

As used in this CAIP Guidance, the following terms shall have the following meanings:

Activities of Daily Living	Basic self-care tasks that include eating, bathing, dressing, toileting, transferring (walking) and continence.
Administration Contract	MaineHousing Community Aging in Place Contract(s) entered into by and between MaineHousing and each Partner Organization.
Aging-in-Place (AIP)	The ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level.
Primary Residence	A privately owned detached dwelling, townhouse, duplex, condominium unit, mobile home, manufactured home, modular home, or accessory dwelling unit, where the Grant Recipient lives and which is not rented out. The Primary Residence home is a structure used as a single Living Unit. The Living Unit must have running water, heat, electrical service, cooking, sleeping, and separate bathroom facilities.
Grant	Services made available in the form of home modifications to Grant Recipients.
Grant Recipient	An eligible recipient who owns their own home or lives in a home owned by a family member that has been approved for a Community Aging in Place Grant.
Gross Household Income	The total household annual income before taxes and deductions as computed in accordance with the requirements contained in the Community Aging in Place Guide.
HUD	United States Department of Housing and Urban Development.
Instrumental Activities of Daily Living (IADL'S)	Complex skills needed to successfully live independently which include managing finances, navigating transportation, shopping, preparing meals, using the telephone, managing medications, basic housework and maintenance.
MaineHousing	Maine State Housing Authority.
Maintenance Repairs	Those activities that slow or halt deterioration of a building and do not materially add to its value or adapt it to new uses and do not have an impact on the environment.
MUBEC	The Maine Uniform Building and Energy Code, 10 MRSA §9721 <i>et seq.</i>
Owner	An individual or entity whose name is on the property deed as owner of the Primary Residence benefiting from receipt of Community Aging in Place Program.
MaineHousing Notice	Community Aging in Place Program updates that MaineHousing may circulate from time to time.
Participant	Any individual or entity who has applied for the Community Aging in Place Program

Partner Organization	Any one of the Organizations chosen by MaineHousing to administer the Community Aging in Place Program.
Rehabilitation/ Major Repair Projects	Projects that may have an impact on the environment or the environment may pose a health/safety impact on the structure and/or residents
Renovation, Repair& Painting (RRP) Contractor	A contractor or individual who has successfully completed an accredited EPA lead course.
Repair: Minor	The installation of low-cost items with basic tools that do not compromise the home's structural integrity or involve the core operation system (HVAC, Electrical, Plumbing). A licensed professional, building permit or specialized training is not required. Examples: A running toilet, replacing an outlet with a GFCI, clearing a drain, replacing a light switch, light fixture, sink faucet, or a simple door lock. Step tread replacement. Water supply lines to a sink or toilet
Repair: Major	Tasks that require significant labor and material costs or repairs involving the home's structural integrity or core operating system (HVAC, Electrical, Plumbing). A building permit, a licensed professional, or specialized training is required to perform the repair. Examples: Main sewer line backups, faulty HVAC, installing new wiring or a breaker that frequent trips. Entire step replacement (Tread, riser, stringer), Installing new copper or pex water main lines.
State	State of Maine.
Universal Design (US)	The design of houses to make them accessible to all people, regardless of age, disability or other factors.

AGING-IN-PLACE SEGMENTS

There are three segments within Aging-In-Place¹:

Without Urgent Need	Are not currently experiencing immediate or significant health issues.
With Progressive Condition-Based Needs	This includes those with a chronic or progressive condition that requires special modifications or attention to allow them to age in place. They are usually aware of their needs but addressing them may not be urgent.
With Traumatic Change Needs	Traumatic change that necessitates accommodating modifications to allow them to age in place. . . or even to return home from the hospital or rehab.

SECTION A2: COMMUNITY AGING IN PLACE PROGRAM OVERVIEW

¹ The National Association of Home Builders, "Certified Aging in Place Specialist" training program.

A. Community Aging in Place Program Summary

Primary Purpose

The Community Aging in Place Program is meant to provide Grants to eligible elderly Participants to assist with necessary home modifications and limited repairs to reduce older adults' risk of falling, improve general safety, increase accessibility, and to improve their functional abilities in their home.

B. Key Components

Key components of the Community Aging in Place Program are summarized as follows:

- a. Install home modification measures in single-family units of low-income elderly homeowners.
- b. Create greater public awareness about the need for home modifications among the older adult populations and persons with disabilities.

C. SECTION A3: ELIGIBILITY REQUIREMENTS

A. Income Eligibility

Participant household incomes must be at or below 100% of the Area Median Income (AMI) for Community Aging in Place as established and published annually by The United States Department of Housing and Urban Development (HUD) based on the Participant's location and adjusted for the size of the household as of the date of Consent.

- a. Annual gross household income is the aggregate annual gross income for all household members for whom income is counted according to the definitions of this CAIP Guide. To determine annual gross household income, refer to [Section B3\(A\), Determine Participant's Income Eligibility](#). Household size will affect maximum eligible income.
 - i. Partner Organizations must examine and maintain source documents evidencing the household's annual gross income (*e.g.*, wage statement, interest statement, etc.) or
 - ii. If the Grant Recipient self-certifies the household income retain the intake form documenting the income.
- b. To assess household's income eligibility, Partner Organization's shall consider three factors:
 - i. annual gross household income (*see* [Section B3\(C\), Determine Participant's Income Eligibility](#) for definitions of inclusion and exclusions);
 - ii. household size; and
 - iii. HUD 100% AMI limits.

B. Property Eligibility

1. In General

- a. Properties must be located in the target area.

- b. The Living Unit must have running water, heat, electrical service, cooking, sleeping, and separate bathroom facilities.

2. Primary Residence

- a. Owner occupied Primary Residence with an income eligible household, in which a person 55 years of age or older and/or a person with a disability resides, located in the target area, and confirmed to contain health and safety hazards.

C. Ownership and Occupancy

1. Proof of Ownership

i. Single Family

Partner organization will verify homeownership on the assessor's database or Verbally verify ownership with the town office or the homeowner will provide a property deed at initial visit.

ii. Manufactured Homes

- A recent tax bill
- Manufactured homes may be located on rented/leased land or owned land. When manufactured homes are located on leased/rented land, only the physical structure of the home is eligible for home modification measures. Modifications to areas outside of the home are not eligible for improvements with Funds. Exceptions will be given for repairing stairs or ramps when written permission from the landowner is obtained.

2. Occupancy

The Participant must be living in the home to access funding through the Community Aging in Place Program.

SECTION A4: PROJECT COST LIMITS

A. In General

Partner Agency must maintain an average project cost (not a maximum or minimum) per unit. It is understood that some projects will cost more than others to install home modifications. However, the average cost per project over the contract period cannot exceed the per project average (PPA) for the current program period. All labor, materials, incidental repairs and support costs incurred during the contract period are used to calculate the PPA. Funding cannot exceed a total average cost of \$3,000 per owner-occupied, Primary Residence.

SECTION A5: USE OF PROGRAM FUNDS

The Community Aging in Place Programs are expressly subject to state and federal regulations. These regulations require strict enforcement of certain conditions specified below. By participating in the Community Aging in Place Programs, Partner Organizations undertake the initial enforcement responsibility and are advised that MaineHousing cannot waive compliance with such conditions. Unless otherwise directed in the Administration Contract, the following requirements must be met:

1. Grant funds can only be used for home modifications in Eligible Residences.
2. Community Aging in Place funds can only be used for eligible home modification measures identified in [Section A6, Scope of Work](#).
3. The Gross Household Income of a Participant and any Co-Participant must be within the limits established under the Program, as set forth in this Community Aging in Place Guide. *See* [Section A3, Income Eligibility](#).
4. The Eligible Residence shall be within the limits established under the Program as set forth in this Community Aging in Place Guide. *See* [Section A3\(B\), Property Eligibility](#).

SECTION A6: SCOPE OF WORK

A. Eligible Improvements

1. The funds of a Community Aging in Place project shall be used to finance low-cost, high-impact Minor Maintenance Repairs in the subject Eligible Residence as required by the Scope of Work. *See* [Section A1, Definitions that outline a Minor Maintenance Repair](#)
2. All measures installed with Community Aging in Place Program funds must be in compliance with all applicable building and housing codes and standards.
 - a. In areas that have local building codes, these codes must be followed.
 - b. In areas without local code, all installed measures shall follow and meet applicable MUBEC requirements.
3. Maintenance Repairs funded by the Community Aging in Place Program include, but are not limited to, the following eligible modifications:
 - a. Safety:
 - i. Smoke Detector
 - ii. CO Detector
 - iii. Dryer Vent
 - iv. Refrigerator Coils
 - v. Light Bulbs
 - vi. Furnace Filter
 - b. Minor Repairs:
 - i. Flooring Repairs
 - ii. Storm Door install
 - iii. Gutter Work
 - iv. Existing Steps
 - v. Existing Ramps
 - vi. Winterizing
 - vii. Minor Plumbing

viii. Minor Electrical

c. Accessibility Modifications:

- i. Grab Bars
- ii. Shower Wand
- iii. Shower Seat
- iv. Raised Toilet Seat
- v. Drawer Pulls
- vi. Doorbell
- vii. Lighting
- viii. Install Handrails
- ix. Lever Door Handle
- x. Kitchen Faucet

B. Ineligible Improvements

Rehabilitation/Major Repair Projects are ineligible.

Activities listed below are ineligible measures that cannot be funded through the Community Aging in Place Program. This is not an all-inclusive list; items not appearing are not automatically eligible.

- 1. Ramps
- 2. Foundation Work
- 3. Furnace Repair/Replacement
- 4. Chimney Cleaning/Repairs
- 5. Major Electrical
- 6. Major Plumbing
- 7. Participant Repair (dishwasher, stove)
- 8. Roof Repair/Replacement
- 9. Hot Water Tank Repair/Replacement
- 10. Walk-in Shower Installations
- 11. Chair Lift
- 12. Mold Remediation
- 13. Painting
- 14. Heating Register Replacement
- 15. Flooring Installation

16. New Toilet Install
17. New Windows
18. New Gutter Install
19. Mobile Home Skirting
20. Concrete Work
21. Other tasks determined to be infeasible by the Agency Partner
22. When manufactured homes are located on leased/rented land, only the physical structure of the home is eligible for home modification measures. Modifications to areas outside of the home are ineligible for improvements.

C. Environmental Reviews

Environmental Reviews are not applicable for Community Aging in Place Projects.

D. Historical Preservation

Rehabilitation and/or Major Repair projects are an ineligible use of funds; therefore, the Maine State Historic Preservation Office review is not required.

SECTION A7: PROPERTY INSPECTIONS

A. Inspector Required Knowledge

Maintenance Technicians and Construction Contractors must be familiar with the Maine Uniform Building and Energy Code (MUBEC), have knowledge of accessibility standards and best practices, rehab standards, specification writing, job estimating, and general construction practices.

1. MUBEC

Accessibility Standards and Best Practices

B. Inspection Requirements:

1. **Initial Inspection**

- a. **In General**

Prior to the commencement of any work, all projects eligible for Funds must be inspected by the Partner Organization's Maintenance Technician. The Maintenance Technician must complete the applicable assessment form to verify the scope of work for the project.

SECTION A8: DOCUMENT MANAGEMENT SYSTEMS

A. Electronic Submission of Documents

1. Community Aging in Place Program documents/reports must be submitted electronically via MaineHousing's ShareFile system.
2. Partner Organizations should never send email communications to MaineHousing that contains Personal Identifiable Information (PII). The following must be considered when

sending email communications to MaineHousing, whether or not encrypted:

- a. Remove the PII from the email subject line, body, and attachments before sending an email to MaineHousing; or
- b. Send the communication and/or document(s) containing PII to MaineHousing via ShareFile.

B. Program Forms

Project forms are available on MaineHousing's website (Partner Portal)

[Community Aging in Place Programs \(mainehousing.org\)](http://mainehousing.org) See [Chapter B12\(D\): Partner Organization Portal](#), for more information.

C. Web Access ("Partner Portal")

MaineHousing has created a web portal exclusively for Community Aging in Place Partner Organizations. Through this portal, Partner Organization staff can access forms, manuals, spreadsheets, and other tools needed to administer programs. The site also includes access to updates and notices.

SECTION A9: APPLICABLE LAWS AND AMENDMENTS

A. Applicable Laws

Nothing in the Community Aging in Place Guide shall be construed in such a manner as to conflict with, alter, or amend any federal or State laws or regulations applicable to the conduct of each Partner Organization's business.

B. Amendments

The Community Aging in Place Guide may be amended or supplemented from time to time by MaineHousing by publishing changed pages or Program Bulletins on MaineHousing's website/Partner Portal: [Community Aging In Place Programs \(mainehousing.org\)](http://mainehousing.org) In the event of any conflict between the provisions of the Administration Contract and this Community Aging in Place Guide, the Administration Contract shall govern.

CHAPTER B: PROGRAM PROCEDURES

SECTION B1: PROGRAM DOCUMENT

A. In General

Partner Organizations must use the Community Aging in Place Access Database 64-bit Version provided at the time of start-up. Your 64-bit version can be found in your CAIP ShareFile folder.

Partner Organization will be required to use the forms provided by MaineHousing. You can choose to utilize the forms located on partner portal and enter data into 64-bit Access database once in office. Or if your staff has a laptop/tablet with Access you can enter data directly into 64-bit Access. Each partner may choose whichever option best works for you.

SECTION B2: PARTICIPANT INTAKE

A. Participant Inquiries

All inquiries go to the Program Coordinator. Normally, the Participant should be the homeowner/resident who is in need of home modification measures. However, in the event the Participant is physically or mentally unable to answer the questions and describe the work needed, a caregiver/guardian or family member can handle the call. In such a case, caregiver/guardian or family member would also need to be able to interact with the Program Coordinator and Maintenance Technician during the home assessment, including helping the Participant to understand and sign the forms needing signatures, or sign for the Participant if needed.

B. Pre-Screen Potential Participants

Partner Organizations shall pre-screen potential Participants to assess eligibility. When a potential Participant contacts the organization, the trained Program Coordinator will briefly describe the Community Aging in Place Program and eligibility criteria, including income guidelines and ownership and occupancy of the property to be improved.

1. Eligible Participants

- a. If the potential Participant appears eligible for the Community Aging in Place Program, the Partner Organization schedules an Initial Assessment visit to the Participant's home, on a date and time convenient for the Participant.
- b. Program Coordinator will input the Intake information into the database.

2. Ineligible Participants

- a. If the potential Participant is clearly ineligible the Program Coordinator will provide the Participant with other resources.
- b. Ineligible Participants must be added to the Community Aging in Place Access Database or Excel Spreadsheet.

C. Establish Project File

Partner Organization shall establish a project file to keep all documentation pertaining to the project, including the client's eligibility documentation described below in section [B3, Income Verification](#). The file shall also contain the required documents described in [Section B1, Program Documents](#).

SECTION B3: INCOME VERIFICATION

A. Determine Participant's Eligibility

Refer to [Section A3, Eligibility Requirements](#). The Partner Organization shall calculate AMI based on the Participant's income and household size provided during Intake and supporting documents.

B. Verify Property Ownership and Insurance Coverage

Verify property ownership by reviewing a copy of the Participant's property deed, latest tax bill and any other documents that prove ownership.

C. Determine Participant's Gross Household Income

Participants' annual gross household income must not exceed 100% AMI income limits. See [Section A3\(A\)](#).

Income Eligibility.

1. Income Information

The following sources of income should be considered when calculating annual gross income:

- a. Wages (gross monthly) from employment
- b. Additional monthly income from:
 - i. Overtime
 - ii. Part-Time Employment
 - iii. Pensions
 - iv. Veteran's Administration Compensation
 - v. Net Rental Income
 - vi. Self Employment
 - vii. Child Support
 - viii. Public Assistance (TANF/WIC/GA)
 - ix. Social Security Benefits
 - x. Unemployment Compensation

NOTE: Participants must provide original documents. The Partner Organization should make copies of original documents for the project file and return the originals to the Participant. Date of receipt of documents and other forms must be date/time stamped by the Partner Organization.

2. Irregular Income

If the Participant has regularly earned overtime, bonuses, shift differentials or commissions, they must be included in income even when the employer does not guarantee their continuation.

D. Verify Income

Self-certification of Gross Household Income as stated by the Participant during intake and documented on the intake form will be acceptable by the Partner Organization.

Once the Partner Organization determines the Participant meets Community Aging in Place Program requirements, the Participant's Gross Household Income must be calculated in accordance with the requirements contained in [Section B3\(E\)](#) below.

E. Calculate Participant's Gross Household Income

1. Gross Monthly Income

Gross Household Income shall be calculated as follows:

- a. Gross monthly income is the sum of monthly gross pay, any additional income from overtime, part-time employment, bonuses, dividends, interest, royalties, pensions, Veterans Affairs (VA) compensation, net rental income, alimony, child support, public assistance, sick pay, Social Security disability or retirement benefits, unemployment compensation, income received from trusts, and

NOTE: CAAs must verify income used to determine income eligibility for Participants receiving Community Aging in Place Program funds. See Section B3(E).

income received from business activities or investments, as further described below.

- b. If the Participant's income is irregular, unstable, seasonal or temporary, gross monthly income is calculated by taking the average of the actual monthly employment earnings over the previous 12 months or the period of time the Participant has been engaged in that field of employment, whichever is shorter.

2. Annualized Gross Income

Gross household income is gross monthly income multiplied by 12.

3. Income Determination

The income calculation must be done at the time of Intake to determine Gross Household Income for purposes of income eligibility. The following additional guidelines shall be followed in completing the Gross Household Income calculation:

4. Self-Employment

- a. Where the Participant and/or Co-Head of Household is self-employed or is one of the principal owners of a business, include in Gross Household Income the net income from operation of the business or profession including salaries paid to, or other cash or assets withdrawn by, the Participant and/or Co-Head of Household except to the extent that the withdrawal represents repayment of cash or assets the Participant and/or Co-Head of Household has invested in the business.
- b. Participant shall provide the most recent 2 years of federal income tax returns AND all tax schedules including Part II of Schedule C (Profit or Loss from Business) attached to IRS Form 1040.
- c. When computing net income from self-employment, the Participant and Co-Head of Household may not deduct depreciation or other non-cash expenses, principal payments on loans, expenses for business expansion, or outlays for capital improvements. Business expenses and interest payments on loans may be deducted.

5. Rental Income

Requires copies of the Participant's Federal tax return and the applicable schedules. Net rental income must be calculated as part of the owner's Gross Household Income.

6. Interest

Include in Gross Household Income the interest and earnings on the Participant's and/or Co-Head of Household's savings and other investments. Do not include interest earned on trusts, IRAs, Keoghs, 401K plans or other retirement accounts that are not available or paid to the Participant and/or Co-Head of Household.

7. Other Amounts

Any other amounts not specifically addressed in this Section shall be included in Gross Household Income to the extent they are included in gross income under the Internal Revenue Code of 1986, as amended from time to time.

SECTION B4: PROPERTY ASSESSMENT

If a Participant for assistance with Community Aging in Place Program is reviewed and deemed eligible, the Partner Organization shall move forward with the Initial Assessment.

A. Initial Assessment

The Program Coordinator and Maintenance Technician conduct a thorough in-home assessment using the *Initial Assessment* and *Initial Home Assessment* forms. The approach used in the assessment is twofold:

1. The primary purpose of the assessment is to explore how the Participant uses their home and identify improvements that would allow better use.
2. The secondary purpose is to identify other needs for services to make appropriate referrals.
3. Initial Home Assessment:
 - a. Program Coordinator reviews and asks the Participant to sign the *Participation Agreement*.
 - b. Program Coordinator asks the Participant the *Initial Assessment* questions.
 - c. Maintenance Technician, Program Coordinator and Participant Walk through the home together to discuss potential safety, accessibility modification and repair needs. Maintenance Technician completes the *Initial Home Assessment Form*.

B. Post Initial Assessment

1. Program Coordinator data enters *Initial Assessment* data into the Access database or Excel spreadsheet and files all forms in the project file. Maintenance Technician completes final *Work Plan* and emails to Program Coordinator.
2. Program Coordinator mails or emails the *Work Plan* and *Consent and Release and Waiver* to the Participant for review.
3. Program Coordinator calls the Participant within 2-5 business days after the forms are mailed to ask if the Participant has any questions or concerns before scheduling the installation.
4. If the Participant approves the *Work Plan*:
 - a. Program Coordinator schedules the installation on a date(s) and at time(s) acceptable to the Participant and compatible with availability of the Maintenance Technician. NOTE: Homeowner can sign and either mail forms to the Program Coordinator or give to the Maintenance Technician on the day of the installation. Program Coordinator will mail the Participant copies if requested.
5. If changes are needed to the *Work Plan*, Program Coordinator notifies and consults with the Maintenance Technician to revise the plan. Program Coordinator resends the revised plan to the Participant for review.
6. If the Participant decides to opt-out, Program Coordinator documents the information in the database.

SECTION B5: INSTALLATION

A. Installation

The Homeowner can sign and either mail the *Work Plan* and *Consent* Forms to the Program Coordinator or give the completed forms to the Maintenance Technician on the day of the installation.

1. Maintenance Technician or Program Coordinator must have the signed *Work Plan* and *Consent* Forms before any Maintenance Repair installation work can begin.
2. The Program Coordinator will data enter the information from the *Work Plan* and the *Final Work Completed* Form into the Access database or Excel spreadsheet and file the documents in the client file.
3. Maintenance Technician completes the Maintenance Repair installation for all items listed on the *Work Plan*. If a second day is needed to complete the installation, Maintenance Technician notifies Program Coordinator for scheduling.
4. Maintenance Technician will give the completed/signed *Work Plan* and *Consent* Forms if obtained on the day of the installation to the Program Coordinator along with the *Final Work Completed* Form
5. Maintenance Technician will document the cost of materials and work plan development in Excel.

B. Building Permits

1. The CAA shall ensure that all permits needed to perform any of the work under the *Work Plan*, as applicable, have been obtained by the contractor prior to the commencement of the work.
2. Copies of all permits must be kept in the Participant's project file.
3. Building permits must be visibly posted on the project site.

SECTION B6: CHECK IN

A. Client Check-in Call

Between two and four months after the work is complete, the Program Coordinator calls the Participant for a brief check-in.

1. This is an opportunity to connect with the Participant, find out how the Maintenance Repair installations are working, and generally get a sense of their experience with the Program.
2. This is also an opportunity to remind the Participant you will be checking with them six months after the completion of the installation.

SECTION B7: FINAL ASSESSMENT

Six months after installation is complete the Program Coordinator will schedule a visit to the Participant's home to complete the *Final Assessment*. The purpose of the visit is to ensure the Participant's needs have been met, identify program improvements, and to evaluate the impact of the completed work.

1. Program Coordinator schedules the *Final Assessment* on a date(s) and time(s) acceptable to the Participant.
2. Program Coordinator inputs *Final Assessment* data into Access database or Excel spreadsheet and updates all other applicable files.

SECTION B8: EVALUTION

A. Impact Areas:

Falls	To reduce the number and severity of falls related to home hazards by 20%
Fire	To reduce close-call or actual home fires by 20%
Calls to 911	To reduce the number of calls to 911 related to home hazards by 15%
Hospitalizations	To reduce the number of hospital visits and admissions related to home hazards by 15%

SECTION B9: TECHNICAL REQUIREMENTS

A. Technical Capabilities:

1. Partner Organizations will need the ability to host a MaineHousing provided Microsoft Access database or Excel spreadsheet and access Citrix ShareFile via the internet.
2. ShareFile is a Dropbox-like web-based service allowing us to securely share and store documents.
3. A System User Authorization form will be sent to each Partner Organization's designee(s) needing access to ShareFile. If additional access is needed requests can be sent to EHShelpdesk@mainehousing.org.

SECTION B10: PAYMENT TO PARTNER AGENCIES

A. Maintain Project Files

Partner agencies shall maintain complete and accurate files for each project.

B. Electronic Submission

1. Invoices shall be submitted electronically to MaineHousing via the agency's assigned CAIP sub-folder in ShareFile. The following supporting documents are required to accompany the invoice:
 - a. **Project Work Plan(s)** that is associated with the submitted invoice.
 - b. **Receipts** for products purchased associated with the submitted invoice.
2. All documents uploaded to ShareFile must be legible and filled out correctly.

3. MaineHousing reserves the right to return electronic file submissions that do not meet the criteria as referenced herein.
4. MaineHousing will review the submitted files prior to processing payments.

C. Submission Deadlines

1. All Invoice bundles with the attached Work Plan(s) and Receipts related to the invoice must be submitted by the 20th of each month.
2. Final invoice bundles for 2026 projects must be submitted no later than January 30, 2027.

SECTION B11: MONITORING/REPORTING

A. Monitoring

1. Ongoing analysis will be conducted regularly throughout the year and made available through email and ShareFile. Site visits from MaineHousing staff will be scheduled with each Partner Organization for compliance, performance, and feedback.
2. MaineHousing representatives shall have the right to conduct compliance monitoring of each home receiving funds through the Community Aging in Place Program at any time during the period of performance of the work under the Work Plan.

B. In General

1. Partner Organizations will export Excel Sheets from their 64-bit version of Microsoft Access Database to their data folder in ShareFile on or around the fifteenth of every month during the program year.
2. Excel File Naming Convention: When exporting the Excel file from your Microsoft Access save a file locally on your network before uploading it to ShareFile. When uploading to the data folder in ShareFile the file should follow this naming convention:

Partner Organization_Data_Month.Year
i.e. MaineHousing_Data_January.2026

3. Uploading to ShareFile: Log in to ShareFile: <https://mainehousing.sharefile.com/>
4. Manual Upload:
 - a) Make sure client register has same name as originally uploaded to ShareFile
 - i. This prevents multiple copies
 - ii. ShareFile automatically sorts previous versions of files with the same name
 - b) Upload client register by clicking the green circle with the white plus sign on the left side of the window
 - c) Select Upload
5. Drag and Drop Upload:

- a) Follow steps 3 and 4 above
- b) Drag and drop client register into window or browse file

C. Final Report

An analysis will be conducted by MaineHousing and published after all of the data is collected. All final data for the 2026 program year should be uploaded to ShareFile by January 31st, 2027. Analysis will be done as a whole and by Partner Organization. All 6 month “post-project” final assessments must be submitted by June 30, 2027.

SECTION B12: ELECTRONIC DOCUMENT MANAGEMENT SYSTEMS

A. In General

1. ShareFile provides authorized users with a secure platform to upload documents without restriction to file size, format or frequency

B. User Access

1. In order to gain access to MaineHousing’s ShareFile folders, users will be required to complete an annual on-line security training. MaineHousing will contact users when the annual training is required.
2. Each user is required to have a separate account. Multiple employees should not use the same log-on ID and password.
3. Separate *User Authorization* forms must be submitted for each user.

C. Set-Up

1. User Set up

IMPORTANT: The user must complete the online training before user access will be activated.

- a. The CAA must complete the *System User Authorization Form* for each user, check the applicable boxes in the Authorization section, and email the executed form to MaineHousing at EHSHelpdesk@mainehousing.org or FAX 207-624-5780. Include “Authorization Request” in the subject line of the email.
- b. MaineHousing will send an email to the user with the applicable system web-site address, log-on user id, temporary password, and system support procedure.
- c. CAA is expected to provide security training for all staff to ensure the protection of client PII and network integrity.

2. Change a User’s Authorization Level or Remove User Access

IMPORTANT: CAAs must notify MaineHousing immediately when an agency employee leaves the agency so that access can be terminated.

CAA must email a revised *System User Authorization Form* to MaineHousing at EHSHelpDesk@mainehousing.org with a subject line of “[CAA Name] User Authorization Form.”

3. Confirmation

MaineHousing will notify the CAA Manager/Director signing the *System User Authorization Form* when access has been granted. Concurrently, an email is sent to the new user with the applicable log-on information.

D. Partner Organization Portal

Community Aging in Place Program forms will be available on MaineHousing's Partner Portal. From the Partner Portal landing page, click on Community Aging in Place Program which takes the user to a screen containing four tabs: (1) Program Forms, (2) Program Tools, and (3) Program Guidance & Brochures.

1. **Open the document.** Be sure to use the most current version of Adobe, which is free. Older versions of Adobe have some glitches.
2. **Save then populate (not the other way around).** The browser is not designed to retain data. Once the document is open, "save as" and give the blank document a Participant file name, which should include the program type, Participant's name and date.
3. **Important: Do not save blank forms on computers for future use.** MaineHousing will be revising and updating forms as necessary (e.g., new forms, correct typos, form fields not properly calculating, etc.). Always obtain documents for each Participant from the Partner Portal.
4. **Review Forms.** Review the forms and add missing data.

TIP: Save the Partner Portal as a computer and/or tablet Favorite for easy access. That way forms and documents are one click away.

E. ShareFile

IMPORTANT: Partner Organization must notify MaineHousing immediately when an agency employee leaves the agency so that access can be terminated.

ShareFile provides authorized users with a secure platform to upload documents without restriction to file size, format or frequency.

1. Each Partner Organization is assigned a ShareFile folder that provides access (permissions) to authorized users identified by the agency.
2. MaineHousing creates and maintains ShareFile folders and subfolders.
3. MaineHousing provides access for Partner Organizations and MaineHousing's Energy and Housing Services (EHS) staff.

Partner Organizations CAIP Directors/ Managers must email the Users Authorization EHShelpdesk@mainehousing.org to request employee access to the agency's ShareFile folder(s).

How it Works

1. Each Partner Organization has personal Microsoft Access CAIP Database in their agencies' ShareFile folder. Partner organizations enter updated client/project information into their access databases as new data is received.
2. On the 15th of every month, The Partner Organization hits "export" on their access database. When this happens, all data on their Access database is uploaded to ShareFile in the form of 5 separate

excel spreadsheets. That's it! EHS takes it from there.

3. EHS staff receive email notifications when files are uploaded to ShareFile folders. They download and save the spreadsheets on MaineHousing's server to add to their Master Access Database, which combines project tracking information for all CAIP Partner Organizations.

SECTION B13: CONFLICT OF INTEREST PROCEDURES

The CAA must follow MaineHousing's Conflict of Interest Policy – MaineHousing Partners. This policy applies to all MaineHousing programs. This policy is on our partner portal and can be accessed here [Conflict of Interest](#)