Does community member (CM) call SP to express interest in qualifying for the assistance program?

Sanitary engineer meets with Franklin County Public Health (FCPH) environmental health (EH)

Sanitary engineer sends blanket letter to all residential community members (no businesses)

Yes

No

CM sends materials back to SP to finish qualification process

CM has two weeks to return material

SP sends CM a packet of materials

SP gathers personal information when CM calls

CM responsible for contracting and paying for sewer extension

“Private tappers” can call sanitary engineer directly

Is CM eligible? (SP screens)

Yes

END

Questionable

SP sends documents to senior program coordinator (SPC) (in economic development)

SP approves

SP calls CM to inform of approval

SP calls contractor to get linear footage and price per unit

SP types of new promissory note, deed and 3 way contract: contractor/FCPH, client/contractor, and client/FCPH

SPC calls family to discuss situation (income, hardships, etc.)

Yes

Is CM eligible?

Establishes justification for acceptance or denial

Returns decision to SP

No

SP calls CM and informs of decision

END

SP will schedule another time for CM to sign paperwork

No

END

END

Comment recorded—no follow-up

FCPH has final determination if complaint was addressed

Contractor corrects if necessary—or works with homeowner

If contractor issue, SP calls contractor

Positive

Negative

PR and SP review for comments

Returned surveys filed (original in CM file, copy to Pr’s file)

SP sends new survey

SP calls

Yes

No

Satisfaction survey returned within two weeks

Satisfaction survey sent out to all customers in packet of copies of paperwork, with return envelope

Recorder sends to Auditor

Auditor reimburses FCPH (includes $587.00/unit)

Satisfaction statement sent to customer

Economic development completes paperwork and sends to recorder’s office

SP sends invoice paperwork to economic development

SP completes invoicing paperwork (with fiscal)

Contractor invoices FCPH

FCPH documents completion with inspection, photos

Contractor completes job (includes crushing and filling of septic tank)

Contractor continues to work with customer, resolve issues, educate

Contractor begins work

Before contractor begins work, FCPH inspects units and documents

Contractor contacts all units

SP sends email to contractor with paperwork details

Three business day rescission period

Yes

All qualified individuals (customers) invited to community meeting

All loan paperwork signed, work timetables shared, issues resolved

Community meeting held (Health dept, contractors, customers all attend)

Can CM attend community meeting?